

Function Area	Edition				
	Start	Silver	Gold	Platinum	Unlimited
CRM "Core" Account & Lead Management, Opportunity, Opportunità, Convert Lead from Web, Lead Assignment and tracking, Segmentation Personal data, Management Zone	✓	✓	✓	✓	✓
Custom fields Management	✓	✓	✓	✓	✓
Utilities Import / Export Data	✓	✓	✓	✓	✓
Data Deduplication & Data Normalization	✗	✓	✓	✓	✓
Integration with Outlook and Office	✓	✓	✓	✓	✓
Skin Customizable Interface	✗	✓	✓	✓	✓
Home Page Gadgets Managements	✓	✓	✓	✓	✓
Report Generator	✗	•	✓	✓	✓
CRM Advanced (Marketing, Auditing)	✗	✗	✓	✓	✓
Resource Management	✗	✗	✓	✓	✓
ERP Business Connector (es. Nav/AX, Sap R/3)	✗	✗	✗	•	•
Back Office Services	✗	✓	✓	✓	✓
Campaign Management Outbound - Multi Channel	✓	✓	✓	✓	✓
Campaign Management Inbound - Multi Channel	✗	✓	✓	✓	✓
Macro language Simple#	✗	✗	✓	✓	✓
Real Time Monitor **	✗	✓	✓	✓	✓
Agenda Taking appointments	✓	✓	✓	✓	✓
Advanced Management Agents (Invoicing, Sales, Statist.)	✗	✗	✓	✓	✓
Multimedia Form (Multimedia Blending)	✓	✓	✓	✓	✓
Registry management of articles and Stock	✗	✓	✓	✓	✓
FAX Gateway (requires external device)	✗	✓	✓	✓	✓
SMS Gateway (contract requires custom)	✗	✓	✓	✓	✓
Email Gateway (POP/SMTP)	✗	✓	✓	✓	✓
Location through Google Map	✓	✓	✓	✓	✓
GIS con Google Map	✗	✗	✓	✓	✓
Document Management	✗	✗	✓	✓	✓
Business Intelligence	✗	✗	✓	✓	✓
PostSales & Trouble Ticketing	✗	•	•	✓	✓
b.com Portal	✗	•	•	✓	✓
b.com SFA (Mobile)	✗	✗	•	✓	✓
b.com Web Intelligence	✗	✗	•	✓	✓
CATI for Interviews and Polls	✗	•	•	✓	✓
S.D.K. (Visual Studio 2005 not included) *	✗	•	•	•	✓

\* = Requires knowledge of the fundamentals of object-oriented programming environment and Visual Studio 2005 - used languages: C #, VB.Net, ASP.Net, JavaScript and AJAX

\*\* = Require integration with CTI iPhoneBox or others. In this second case contact to ask for more information

- ✓ Included in base user license
- Additional free may apply
- ✗ Not Included