

## Features

	Sales CRM	Marketing CRM	Customer Service CRM	Project Management CRM
<b>Contacts and Sales</b>				
Accounts & contacts	✓	✓	✓	✓
Account rating & scoring	✓	✓	✓	✓
Notes & history	✓	✓	✓	✓
Organization chart	✓	✓	✓	✓
Activity management	✓	✓	✓	✓
Tasks, reminders, alerts	✓	✓	✓	✓
Calendar	✓	✓	✓	✓
Customizable dashboard	✓	✓	✓	✓
Partner database	✓	✓	✓	✓
Competitor tracking	✓	✓	✓	✓
Lead capture	✓	✓	✓	✓
Lead scoring & routing	✓	✓	✓	✓
Sales opportunity management	✓	✓	✓	✓
Customized sales processes	✓	✓	✓	✓
Third party sales methodologies	✓	✓	✓	✓
Sales Quota tracking	✓	✓	✓	✓
Territory management	✓	✓	✓	✓
Forecast & reporting	✓	✓	✓	✓
Sales analytics	✓	✓	✓	✓
Custom fields	✓	✓	✓	✓
Custom views	✓	✓	✓	✓
Custom reporting	✓	✓	✓	✓
Duplicate checking	✓	✓	✓	✓
Saved searches	✓	✓	✓	✓
World clock	✓	✓	✓	✓
Calculator	✓	✓	✓	✓
Google maps	✓	✓	✓	✓
LinkedIn integration	✓	✓	✓	✓
Security administration		✓	✓	✓
Role permissions		✓	✓	✓
E-mail integration	✓	✓	✓	✓
Mobile	✓	✓	✓	✓

*Features*

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<b>Marketing Automation</b>				
Marketing campaigns		✓	✓	✓
Drip marketing		✓	✓	✓
Mass e-mail		✓	✓	✓
Letter templates		✓	✓	✓
Marketing analytics		✓	✓	✓
Web to lead capture		✓	✓	✓

*Features*

	Sales CRM	Marketing CRM	Customer Service CRM	Project Management CRM
<b>Customer Service</b>				
Automated ticketing system			✓	✓
Knowledgebase			✓	✓
FAQ			✓	✓
Help desk reporting			✓	✓
Help desk analytics			✓	✓
Help desk dashboard			✓	✓

*Features*

	Sales CRM	Marketing CRM	Customer Service CRM	Project Management CRM
<b>Project Management</b>				
Project tasks				✓
Time slips				✓
Group calendaring				✓
Project reporting				✓
Project dashboard				✓
Project tasks				✓