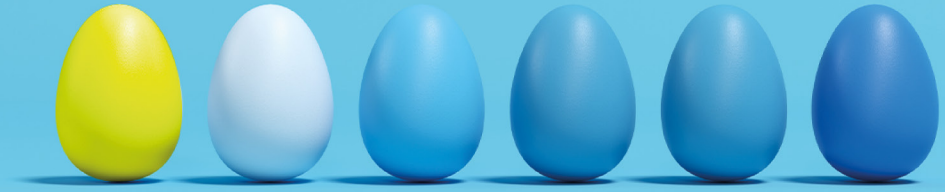


OLD & NEW

CLOUD PLANS COMPARISON



	Free New	Free Archived AUG.2021	Plus Archived MAR.2019	Start + Archived AUG.2021	Basic New	CRM+ Archived AUG.2021	Project + Archived AUG.2021	Standard New	Standard Archived AUG.2021	Professional New	Professional Archived AUG.2021	Professional X2 Archived AUG.2021	Professional X3 Archived AUG.2021	Vacation
Users	unlimited	unlimited	24	2	5	6	24	50	50	unlimited	unlimited	unlimited	unlimited	unlimited
Storage	5 Gb	5 Gb	24 Gb	10 Gb	24 Gb	50 Gb	50 Gb	100 Gb	100 Gb	1 024 Gb	1 024 Gb	2 Tb	3 Tb	5 Gb
CRM														
Basic features														
Unlimited deals	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Unlimited contacts	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Unlimited companies	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Unlimited invoices	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Unlimited quotes	—	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	✓
Unlimited leads	—	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	✓
Simple CRM mode (no leads)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Classic CRM mode (with leads)	—	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	✓
Convert lead to contact, company, deal	—	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	✓
Convert deal to quote	—	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	✓
Convert deal to invoice	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Convert quote to deal and invoice	—	—	✓	✓	—	✓	—	✓	✓	✓	✓	✓	✓	✓
Document generator	—	—	✓	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	✓
Document generator access rights	—	—	—	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	✓
Client profile	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Product catalog	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Products	100	100	1000	200	3 000	3 000	100	3 000	3 000	unlimited	unlimited	unlimited	unlimited	100
Advanced sales tools and settings														
Kanban view	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Custom stages/statuses	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Required fields by stage	—	—	—	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	✓
Pipelines	1	1	1	2	5	10	1	10	10	unlimited	unlimited	unlimited	unlimited	1
Tunnels	—	—	—	—	✓	✓	—	✓	✓	✓	✓	✓	✓	✓
Custom fields	5 per entity	✓	✓	✓	15 per entity	✓	✓	30 per entity	✓	unlimited	unlimited	✓	✓	5 per entity
Fields visible to selected users	—	—	—	—	—	—	—	—	—	✓	✓	✓	✓	✓
Timeline	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
CRM recycle bin	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Restore from recycle bin	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Keep deleted files in recycle bin	30 days	30 days	30 days	30 days	30 days	30 days	30 days	30 days	30 days	30 days	30 days	30 days	30 days	30 days

	Free	Free	Plus	Start +	Basic	CRM+	Project +	Standard	Standard	Professional	Professional	Professional X2	Professional X3	Vacation
	New	Archived AUG.2021	Archived MAR.2019	Archived AUG.2021	New	Archived AUG.2021	Archived AUG.2021	New	Archived AUG.2021	New	Archived AUG.2021	Archived AUG.2021	Archived AUG.2021	
Users	unlimited	unlimited	24	2	5	6	24	50	50	unlimited	unlimited	unlimited	unlimited	unlimited
Recurring deals	—	—	—	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	—
Recurring invoices	—	—	—	✓	—	✓	—	✓	✓	✓	✓	✓	✓	✓
Check for duplicates automatically	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Automatic dialer	—	—	✓	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	—
Resource booking for appointment scheduling in CRM	—	6	12	24	✓	24	6	24	24	✓	✓	✓	✓	—
Zoom integration	—	—	✓	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	—
Google maps in CRM	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Google maps in custom fileds	100	100	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	100
Observers inside deals	—	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	—
Chat inside CRM	—	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	—
CRM access rights	—	—	✓	—	✓	✓	—	✓	✓	✓	✓	✓	✓	—
AI scoring	—	—	—	✓	—	✓	✓	—	✓	✓	✓	✓	✓	—
CRM access log	—	—	✓	✓	—	✓	—	✓	✓	✓	✓	✓	✓	—
Change history	—	—	✓	✓	—	✓	—	✓	✓	✓	✓	✓	✓	—
CRM duplicate control master (duplicate search)	—	—	—	✓	—	✓	—	✓	✓	✓	✓	✓	✓	—
Data import/export and integrations														
Import via .csv	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Migrate from other CRM	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Import contacts from vCard, Gmail, Outlook, Yahoo! Mail	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Card scanner	12/mo.	12/mo.	24/mo.	100/mo.	100/mo.	100/mo.	12/mo.	100/mo.	100/mo.	unlimited	unlimited	unlimited	unlimited	12
Contacts export to .csv, Excel, Outlook	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Contact Center														
Built-in telephony	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
SIP connector for third-party telephony integrations	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Email copy storage	—	—	✓	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	—
Connect external email	—	—	✓	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	—
Emails from CRM (per month)	—	—	15 000 emails/mo.	2 000/mo.	10 000/mo.	35 000/mo.	—	50 000/mo.	50 000/mo.	100 000/mo.	1 000 000/mo.	1 000 000/mo.	1 000 000/mo.	—
Inboxes per user	—	—	2	1	1	5	—	5	5	10	10	10	10	—
Initial email synchronization and storage limit	—	—	30 days	30 days	7 days	30 days	—	30 days	30 days	90 days	90 days	90 days	90 days	—
Live chat	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Website widget	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
CRM forms	100 filled forms	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	100 filled forms
Remove "Powered by Bitrix24" in CRM forms and live chat	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Call back widget	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Open Channels	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Telegram, Facebook	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Available open channels	1	1	2	unlimited	2	unlimited	1	10	unlimited	unlimited	unlimited	unlimited	unlimited	✓
Instagram	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	1
Apple Business Chat	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Viber	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
WhatsApp	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Instagram comments	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Call tracking in CRM for Android devices (coming soon)	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
RestAPI	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—

	Free	Free	Plus	Start +	Basic	CRM+	Project +	Standard	Standard	Professional	Professional	Professional X2	Professional X3	Vacation
	New	Archived AUG 2021	Archived MAR 2019	Archived AUG 2021	New	Archived AUG 2021	Archived AUG 2021	New	Archived AUG 2021	New	Archived AUG 2021	Archived AUG 2021	Archived AUG 2021	
Users	unlimited	unlimited	24	2	5	6	24	50	50	unlimited	unlimited	unlimited	unlimited	unlimited
Open Channel settings														
Workhour settings	—	—	✓	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	—
Request contact information	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Personal data processing warning	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Route chat to all distribution mode	—	—	✓	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	—
Client conversation rating	—	—	✓	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	—
Supervisor conversation rating	—	—	—	✓	—	✓	—	✓	✓	✓	✓	✓	✓	—
Canned replies	—	—	—	—	—	—	—	—	—	✓	✓	✓	✓	—
Conversation transfer between employees	—	—	✓	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	—
Conversation transfer between channels	—	—	✓	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	—
Automated replies	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Analytics reports for channels (chat statistics)	—	—	✓	✓	—	✓	—	✓	✓	✓	✓	✓	✓	—
Export data to Excel	—	—	✓	✓	—	✓	—	—	✓	✓	✓	✓	✓	—
Open Channel access rights	—	—	—	✓	—	✓	—	—	✓	✓	✓	✓	✓	—
Telephony settings														
Phone number rental	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Display own number in caller ID	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
PBX integration via Rest API	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
PBX integration via SIP connector	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Unlimited incoming/outbound lines	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Call routing	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Call transfer	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
VoIP phone sets	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Internal extensions	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Workhour settings	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Voicemail and greetings	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Call to all distribution mode	—	—	✓	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	—
Missed call forwarding	—	—	✓	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	—
Call intercept	—	—	✓	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	—
Match number to source (CRM)	—	—	✓	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	—
Export call details to Excel	—	—	✓	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	—
VoIP phone intercept	—	—	✓	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	—
Automatic dialer	—	—	✓	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	—
Client conversation rating	—	—	✓	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	—
IVR (voice menu)	—	—	—	2 levels	2 levels	2 levels	—	2 levels	2 levels	unlimited	unlimited	unlimited	unlimited	—
Call recording (per month)	—	—	unlimited	500	unlimited	unlimited	100	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	—
Queue groups	—	—	unlimited	unlimited	unlimited	unlimited	1	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	—
Queue group size	—	—	unlimited	unlimited	unlimited	unlimited	3	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	—
Automatic call transcription	—	—	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	—
Telephony access rights	—	—	—	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	—
Call recording playback speed	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Call statistics	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—

	Free	Free	Plus	Start +	Basic	CRM+	Project +	Standard	Standard	Professional	Professional	Professional X2	Professional X3	Vacation
	New	Archived AUG.2021	Archived MAR.2019	Archived AUG.2021	New	Archived AUG.2021	Archived AUG.2021	New	Archived AUG.2021	New	Archived AUG.2021	Archived AUG.2021	Archived AUG.2021	
Users	unlimited	unlimited	24	2	5	6	24	50	50	unlimited	unlimited	unlimited	unlimited	unlimited
Call tracking settings														
Sites	—	—	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	—
Visitors	—	—	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	—
Phone numbers	—	—	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	—
Analytics and reports														
Sales plan	—	—	—	—	✓	✓	—	✓	✓	✓	✓	✓	✓	—
CRM analytics	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Max number of leads, deals, contacts or companies included in CRM analytics reports	1 000	1 000	100 000	2 000	100 000	100 000	100 000	100 000	100 000	100 000	100 000	200 000	300 000	1 000
Sales and marketing automation														
Rules/triggers in deals	5	5	in leads	5	✓	✓	5	✓	✓	✓	✓	✓	✓	5
Webhooks for rules/triggers	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Edit rules/triggers in workflow designer	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Workflow automation in CRM	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Smart Process Automations (SPA)	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Smart scripts	✓	✓	in leads	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Lists	—	—	—	—	—	—	—	—	—	—	—	—	—	—
CRM Marketing														
Bulk email	—	—	15 000 emails/mo.	—	—	35 000/mo.	—	50 000/mo.	50 000/mo.	100 000/mo.	1 000 000/mo.	2 000 000/mo.	3 000 000/mo.	—
Bulk SMS	—	—	✓	—	—	✓	—	✓	✓	✓	✓	✓	✓	—
Voice broadcasting	—	—	✓	—	—	✓	—	✓	✓	✓	✓	✓	✓	—
Bulk messaging (Contact Center)	—	—	✓	—	—	✓	—	✓	✓	✓	✓	✓	✓	—
Retargeting in ad networks	—	—	✓	—	—	✓	—	✓	✓	✓	✓	✓	✓	—
Sales generator	—	—	✓	—	✓	✓	—	✓	✓	✓	✓	✓	✓	—
Audiences	—	—	—	—	✓	—	—	✓	✓	✓	—	—	—	—
Access permissions	—	—	—	—	—	—	—	—	—	✓	—	—	—	—
Sales Intelligence														
Max number of leads, deals, contacts or companies included in Sales Intelligence reports	1 000	1 000	1 000	1 000	1 000	1 000	1 000	100 000	100 000	100 000	100 000	200 000	300 000	1 000
Automated data only (no banners/UTMs)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Report builder	—	—	✓	—	—	—	—	—	✓	✓	✓	✓	✓	—
Keyword analysis in Sales Intelligence	—	—	—	—	—	—	—	—	—	✓	✓	✓	✓	—
Automated ad management	✓	—	—	—	—	—	—	—	—	✓	✓	✓	✓	—
Call tracking	—	—	—	—	—	—	—	—	—	✓	✓	✓	✓	—
CRM. Payment and Delivery														
	—	—	—	—	✓	✓	—	✓	✓	✓	✓	✓	✓	—
Searchable in CRM with filters (max number)														
Leads	—	1 000	—	20 000	100 000	100 000	100 000	200 000	200 000	unlimited	unlimited	unlimited	unlimited	1 000
Deals	1 000	1 000	—	20 000	100 000	100 000	100 000	200 000	200 000	unlimited	unlimited	unlimited	unlimited	1 000
Contacts	1 000	1 000	—	20 000	100 000	100 000	100 000	200 000	200 000	unlimited	unlimited	unlimited	unlimited	1 000
Companies	1 000	1 000	—	20 000	100 000	100 000	100 000	200 000	200 000	unlimited	unlimited	unlimited	unlimited	1 000
Invoices	—	1 000	—	20 000	100 000	100 000	100 000	200 000	200 000	unlimited	unlimited	unlimited	unlimited	1 000
Quotes	—	1 000	—	20 000	100 000	100 000	100 000	200 000	200 000	unlimited	unlimited	unlimited	unlimited	1 000

	Free	Free	Plus	Start +	Basic	CRM+	Project +	Standard	Standard	Professional	Professional	Professional X2	Professional X3	Vacation
	New	Archived AUG 2021	Archived MAR 2019	Archived AUG 2021	New	Archived AUG 2021	Archived AUG 2021	New	Archived AUG 2021	New	Archived AUG 2021	Archived AUG 2021	Archived AUG 2021	
Users	unlimited	unlimited	24	2	5	6	24	50	50	unlimited	unlimited	unlimited	unlimited	unlimited
Inventory management														
Warehouses	unlimited				unlimited			unlimited		unlimited				
Integration with CRM	—				✓			✓		✓				
Tasks and projects														
Basic features														
Tasks and projects	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited
Planner	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Subtasks	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Checklists	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Reminders	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Recycle bin	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Restore from recycle bin	—	✓			✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Keep deleted files in recycle bin	30 days				30 days			30 days		30 days				
Task to email	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Mobile tasks for iOS and Android	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Project management														
Kanban view in projects	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Project owner	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Project start/end dates	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Gantt charts	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Task time tracking (manual)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Skip weekends and holidays when planning	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Collaboration														
Observers and participants	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Delegating	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Rate task	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Task control	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Supervisor view	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Custom fields	—	—	—	—	—	—	—	—	—	✓	✓	✓	✓	—
Access permissions for tasks	—	—	—	—	—	—	—	—	—	✓	✓	✓	✓	—
Workgroup/project access rights	—	—	—	✓	—	✓	✓	—	✓	✓	✓	✓	✓	—
Task dependencies in Gantt charts	5	5	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	5
Scrum														
Scrum teams	5				5			10		20				
Tasks automation														
Task templates and recurring tasks	—	—	✓	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	—
Templates with subtasks	—	—	✓	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	—
Template sharing	—	—	✓	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	—
Task automation (rules and triggers)	—	—	✓	—	—	—	—	—	—	✓	✓	✓	✓	—
Copy projects	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Integrations														
Integration with Drive (attach files from Drive)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Integration with CRM	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

	Free New	Free Archived AUG 2021	Plus Archived MAR 2019	Start + Archived AUG 2021	Basic New	CRM+ Archived AUG 2021	Project + Archived AUG 2021	Standard New	Standard Archived AUG 2021	Professional New	Professional Archived AUG 2021	Professional X2 Archived AUG 2021	Professional X3 Archived AUG 2021	Vacation
Users	unlimited	unlimited	24	2	5	6	24	50	50	unlimited	unlimited	unlimited	unlimited	unlimited
Integration with Calendar	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Integration with Email (email-to-task conversion)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Integration with workflows	—	—	—	—	—	—	—	✓	✓	✓	✓	✓	✓	—
Analytics and reports														
Efficiency KPI	—	—	✓	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	—
Report builder	—	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	—
Searchable in tasks with filters (max number)														
Tasks	1 000	1 000	—	10 000	100 000	100 000	100 000	200 000	200 000	unlimited	unlimited	unlimited	unlimited	1 000
Sites and landing pages														
Sites	1	1	5	10	9	10	1	10	10	unlimited	unlimited	unlimited	unlimited	1
Web pages	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	1
Use own domain	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Site templates (created by Bitrix24)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Site templates (from Bitrix24.Market)	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Copy web pages	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Google Analytics	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Google Maps	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
CRM forms	100 filled forms	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	100 filled forms
Website live chat	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Call back widget	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Remove "Powered by Bitrix24" branding	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Site builder access rights	—	—	—	—	—	—	—	✓	✓	✓	✓	✓	✓	—
Sales Intelligence	—	—	✓	—	—	—	—	✓	✓	✓	✓	✓	✓	—
Custom theme color	—	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Insert HTML or JS	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Dynamic blocks (Feed)	—	—	—	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	—
Site import	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Site export	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Superblock	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Cookie consent	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Stores														
Online store	—	—	—	—	✓	✓	—	✓	✓	✓	✓	✓	✓	—
Stores	1	1	1	1	2	1	1	10	10	unlimited	unlimited	unlimited	unlimited	1
Orders (excluding inventory management orders)	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited
Products	100	100	1 000	200	3 000	3 000	100	3 000	3 000	unlimited	unlimited	unlimited	unlimited	100
Revenue	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited
Transaction processing	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Site builder access rights	—	—	—	—	—	—	—	✓	✓	✓	✓	✓	✓	—
SKU (stock keeping unit)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

	Free New	Free Archived AUG.2021	Plus Archived MAR.2019	Start + Archived AUG.2021	Basic New	CRM+ Archived AUG.2021	Project + Archived AUG.2021	Standard New	Standard Archived AUG.2021	Professional New	Professional Archived AUG.2021	Professional X2 Archived AUG.2021	Professional X3 Archived AUG.2021	Vacation
Users	unlimited	unlimited	24	2	5	6	24	50	50	unlimited	unlimited	unlimited	unlimited	unlimited
Sets and bundles	—	—	—	—	—	—	—	—	—	✓	✓	✓	✓	—
Variable prices	—	—	—	—	—	—	—	—	—	✓	✓	✓	✓	—
Discount templates	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Discount builder	—	—	—	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	—
Coupons	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Cumulative discounts	—	—	—	—	—	—	—	—	—	✓	✓	✓	✓	—
Automation rules	—	—	—	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	—
Payment processing	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Fixed shipping cost	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Shipping costs calculator	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Online store import (without catalog)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Online store export (without catalog)	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Collaboration														
Feed														
Video announcements	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Post view indicator	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Email to post	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Announcements	—	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	—
Polls	—	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	—
Appreciation badges	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Chats and HD video calls														
Chats	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Public and private chats	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
HD video calls (1-to-1)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
HD video calls (up to 48 users)	12 users	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Voice calls	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Videoconferencing (up to 48 people)	12 users	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Mobile group video calls	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Screen sharing	up to 100 calls	up to 100 calls	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	up to 100 calls
Audio/video recording	up to 100 calls	up to 100 calls	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	up to 100 calls
Background blur	up to 100 calls	up to 100 calls	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	up to 100 calls
Image/video backgrounds	up to 100 calls	up to 100 calls	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	up to 100 calls
Videoconference password	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Encryption	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Call duration	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited
HD video	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
HD sound	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Zoom integration	—	—	✓	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	—
Bitrix24.Documents														
View	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Collaborate editing	—	—	—	—	—	—	—	✓	✓	✓	✓	✓	✓	—

	Free	Free	Plus	Start +	Basic	CRM+	Project +	Standard	Standard	Professional	Professional	Professional X2	Professional X3	Vacation
	New	Archived AUG.2021	Archived MAR.2019	Archived AUG.2021	New	Archived AUG.2021	Archived AUG.2021	New	Archived AUG.2021	New	Archived AUG.2021	Archived AUG.2021	Archived AUG.2021	
Users	unlimited	unlimited	24	2	5	6	24	50	50	unlimited	unlimited	unlimited	unlimited	unlimited
Bitrix24.Drive														
Online storage	5 Gb	5 Gb	24 Gb	10 Gb	24 Gb	50 Gb	50 Gb	100 Gb	100 Gb	1 024 Gb	1 000 Gb	2 Tb	3 Tb	5 Gb
Personal/Group Drive	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Company Drive	—	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	—
Company drive for automatically created folders	✓	—	—	—	✓	—	—	✓	✓	✓	—	—	—	—
File synchronization	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
One Drive, Google Drive, Dropbox, Box integration	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Online editing via GoogleDocs, MS Office Online	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Local editing (MS Office, OpenOffice, LibreOffice)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
View documents via Google.Viewer	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Public file sharing	—	—	✓	—	—	✓	✓	✓	✓	✓	✓	✓	✓	—
Public folder sharing	—	—	✓	—	—	✓	✓	✓	✓	✓	✓	✓	✓	—
Recycle bin	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Quick drive cleanup	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
File access rights	—	—	✓	—	—	✓	✓	—	✓	✓	✓	✓	✓	—
Folder access rights	—	—	✓	—	—	✓	✓	—	✓	✓	✓	✓	✓	—
Share files with employees	—	—	—	—	—	—	—	—	—	✓	—	—	—	—
Share folders with employees	—	—	—	—	—	—	—	—	—	✓	—	—	—	—
Enable versioning	—	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Unused files version storage	0	0	0	30 days	0	30 days	30 days	90 days	90 days	90 days	90 days	90 days	90 days	0
Version storage for files used in tasks, feed or calendars	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited
Keep deleted files in the recycle bin	30 days	30 days	30 days	30 days	30 days	30 days	30 days	30 days	30 days	30 days	30 days	30 days	30 days	30 days
Video file conversion size limit	300 Mb	300 Mb	1 Gb	300 Mb	1 Gb	1 Gb	1 Gb	1 Gb	1 Gb	1 Gb	1 Gb	1 Gb	1 Gb	300 Mb
Document lock	—	—	—	—	—	—	—	✓	✓	✓	✓	✓	✓	—
Calendar														
Event planner	—	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	—
Calendar sync	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Event invitation by email (iCalendar)	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Meeting room	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Meeting room list	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Workgroups														
Public/private workgroups	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Projects	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Workgroups/projects with external users (extranet)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
HRMS														
Absence management	—	—	—	—	—	—	—	—	—	✓	✓	✓	✓	—
Worktime tracking 2.0 (online time clock and work schedules)	—	—	—	—	—	—	—	—	—	✓	✓	✓	✓	—
Work reports	—	—	—	—	—	—	—	—	—	✓	✓	✓	✓	—
Meetings and briefings	—	—	—	—	—	—	—	—	—	✓	✓	✓	✓	—
Company structure	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Employee directory	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Export employee list to Excel	—	✓	✓	✓	—	✓	✓	—	✓	✓	✓	✓	✓	—
Employee list synchronization with Outlook, CardDAV	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

	Free New	Free Archived AUG.2021	Plus Archived MAR.2019	Start + Archived AUG.2021	Basic New	CRM+ Archived AUG.2021	Project + Archived AUG.2021	Standard New	Standard Archived AUG.2021	Professional New	Professional Archived AUG.2021	Professional X2 Archived AUG.2021	Professional X3 Archived AUG.2021	Vacation
Users	unlimited	unlimited	24	2	5	6	24	50	50	unlimited	unlimited	unlimited	unlimited	unlimited
Company knowledge base	1	unlimited	24	2	3	6	24	5	50	unlimited	unlimited	unlimited	unlimited	1
Project knowledge base	—	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	—
Knowledge base import	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Knowledge base export	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Measure stress level	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Workflow and business process automation	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Workflows in the Feed	—	—	—	—	—	—	—	—	✓	✓	✓	✓	✓	—
Workflow designer	—	—	—	—	—	—	—	—	✓	✓	✓	✓	✓	—
Records management	—	—	—	—	—	—	—	—	—	✓	✓	✓	✓	—
Number of RPA processes	1	1	1	1	1	1	1	5	5	unlimited	unlimited	unlimited	unlimited	1
Extra	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Apply background to all	—	—	✓	—	—	✓	✓	✓	✓	✓	✓	✓	✓	—
Apply menu to all	—	—	✓	—	—	✓	✓	✓	✓	✓	✓	✓	✓	—
Virtual presence indicator (users online)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
BI Analytics														
Max number of rows in report	10 000	—	—	—	10 000	—	—	10 000	—	10 000	—	—	—	—
Integrations	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Free integrations from Bitrix24.Market	—	—	—	—	1	—	—	5	—	unlimited	—	—	—	—
Unlimited REST API	—	—	—	—	✓	—	—	✓	—	✓	—	—	—	—
Unlimited webhooks	—	—	—	—	✓	—	—	✓	—	✓	—	—	—	—
Unlimited local apps	—	—	—	—	✓	—	—	✓	—	✓	—	—	—	—
Administration														
Account administrators	1	1	2	1	1	5	2	5	5	unlimited	unlimited	unlimited	unlimited	1
Change admin	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Two-factor authorization (OTP)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Restrict access by IP address	—	—	—	—	—	✓	✓	—	✓	✓	✓	✓	✓	—
Restrict public file sharing	—	—	—	—	—	—	—	✓	✓	✓	✓	✓	✓	—
Remove "24" logo	—	—	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Rename account	—	—	—	—	—	—	—	✓	✓	✓	✓	✓	✓	—
Backup restore	—	—	—	—	—	—	—	✓	✓	✓	✓	✓	✓	—
Free domain extension for email	—	—	—	—	✓	—	—	✓	✓	✓	✓	✓	✓	—
Restore OTP access	—	—	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Domain transfer for email	—	—	—	—	✓	—	—	✓	✓	✓	✓	✓	✓	—
Account transfer to another zone	—	—	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Custom account URL with own domain name	—	—	—	—	—	—	—	—	—	✓	✓	✓	✓	—
Deletion protection (Bitrix24.Vacation subscription)	\$60/year	\$60/year	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	\$60/year