

	Starter	Pro	Elite	Enterprise
<b>Compare Plans</b>				
<b>Reports</b>	<b>Reports</b>	<b>Reports</b>	<b>Reports</b>	<b>Reports</b>
Overview Report	✓	✓	✓	✓
Productivity Report	✓	✓	✓	✓
SLA Report	-	✓	✓	✓
Comparative Report	✓	✓	✓	✓
Customer Report	-	✓	✓	✓
Interactions Report	-	✓	✓	✓
Trend Report	-	✓	✓	✓
Lead Response Report	✓	✓	✓	✓
<b>Logs</b>	<b>Logs</b>	<b>Logs</b>	<b>Logs</b>	<b>Logs</b>
Conversation Logs	✓	✓	✓	✓
Message Logs	-	✓	✓	✓
<b>Features</b>	<b>Features</b>	<b>Features</b>	<b>Features</b>	<b>Features</b>
Download Reports PDF	✓	✓	✓	✓
Export Reports CSV, Excel	-	✓	✓	✓
API/BI Tool Integrations	-	-	✓	✓
Team member comparison	✓	✓	✓	✓
Dashboard Access Users	✓ (1)	✓ (5)	✓ (unlimited)	✓ (unlimited)
Goals	-	✓	✓	✓
Gmail/o365 Add-On	✓	✓	✓	✓
Resolution Management	✓	✓	✓	✓
Customer Stats (Single View)	✓	✓	✓	✓
Teams	-	✓	✓	✓
Scheduled Reports	✓ (3)	✓ (20)	✓ (unlimited)	✓ (unlimited)
Shared Mailboxes	-	✓	✓	✓
Basic Filters	✓	✓	✓	✓
Advanced Filters	-	✓	✓	✓
Real-time Alerts	✓ (20 /mailbox/month)	✓ (50 /mailbox/month)	✓ (unlimited)	✓ (unlimited)
Leave Management	-	✓	✓	✓
Customer Stats (Group View)	-	✓	✓	✓
Zapier Integration	✓	✓	✓	✓
CRM Integrations	-	✓	✓	✓
<b>Data</b>	<b>Data</b>	<b>Data</b>	<b>Data</b>	<b>Data</b>
Historical data	15 days	3 months	2 years	2 years
Data retention	1 year	1 year	2 years	Up to 5 years
<b>Hosting Options</b>	<b>Hosting Options</b>	<b>Hosting Options</b>	<b>Hosting Options</b>	<b>Hosting Options</b>
SaaS	✓	✓	✓	✓
Dedicated SaaS Instance	-	✓	✓	✓
Self-Hosted (on-prem)	-	-	-	✓
Private Cloud	-	-	-	✓
<b>Support</b>	<b>Support</b>	<b>Support</b>	<b>Support</b>	<b>Support</b>
Helpdesk/Live Chat	✓	✓	✓	✓
Priority Email	-	✓	✓	✓
Phone	-	-	-	✓
On-boarding & training	-	-	-	✓
Dedicated Success Manager	-	-	-	✓
Support hours	08:00 to 22:00	08:00 to 22:00	08:00 to 22:00	08:00 to 22:00
Support days	Mon - Friday	Mon - Friday	Mon - Friday	365
Resolution time	48 hours	24 hours	12 hours	6 hours
<b>Security &amp; admin</b>	<b>Security &amp; admin</b>	<b>Security &amp; admin</b>	<b>Security &amp; admin</b>	<b>Security &amp; admin</b>
ISO27001	✓	✓	✓	✓
SAML-based Single Sign-On	✓	✓	✓	✓
Access permissions	✓	✓	✓	✓
Email header data only	✓	✓	✓	✓
Data encrypted at rest	✓	✓	✓	✓
GDPR Compliant	✓	✓	✓	✓
Payment via invoice	-	✓	✓	✓
Domain-level installation	-	-	✓	✓
Payment via invoice	-	✓	✓	✓
Vendor/Risk assessment	-	-	-	✓