

# Sage CRM V7.1 on Premise – Editionsvergleich

| Funktion   | Essentials | Professional | Enterprise |
|--|------------|--------------|------------|
| <b>Kontaktmanagement</b>                               |            |              |            |
| Kontaktmanagement                                      | ●          | ●            | ●          |
| Kalender   | ●          | ●            | ●          |
| Dokumentenverwaltung                                   | ●          | ●            | ●          |
| Classic Dashboard                                      | ●          | ●            | ●          |
| Interaktives Dashboard / Control Center                | ●          | ●            | ●          |
| Export von Berichten und Listen nach PDF / CSV / Excel | ●          | ●            | ●          |
| Erweiterte Suche                                       | ●          | ●            | ●          |
| Gruppenmanagement & Massenverarbeitung                 | ●          | ●            | ●          |
| <b>Vertrieb</b>  |            |              |            |
| Verkaufschancen  | ●          | ●            | ●          |
| Pipeline Management                                    | ●          | ●            | ●          |
| Forecasting  | ●          | ●            | ●          |
| Angebote und Aufträge                                  | ●          | ●            | ●          |
| Artikelverwaltung                                      | ●          | ●            | ●          |
| Lead zu Verkaufschance                                 | ●          | ●            | ●          |
| Web to Lead  | ●          | ●            | ●          |
| <b>Marketing &amp; Kundenservice</b>                   |            |              |            |
| Marketing  | ○          | ●            | ●          |
| Kampagnen-Management                                   | ○          | ●            | ●          |
| E-Marketing  | ○          | ●            | ●          |
| Massen-E-Mail-Management                               | ○          | ●            | ●          |
| Outbound Call Management                               | ○          | ●            | ●          |
| Kundenservice / Ticketsystem                           | ○          | ●            | ●          |
| Wissensdatenbank                                       | ○          | ●            | ●          |
| Self Service   | ○          | ○            | ●          |
| <b>Sicherheit &amp; Administration</b>                 |            |              |            |
| Field Level Security / Datenzugriffskontrolle          | ●          | ●            | ●          |
| Vereinfachte Administration                            | ●          | ○            | ○          |
| Gebiete  | ○          | ●            | ●          |
| Sicherheitsprofile                                     | ○          | ●            | ●          |
| Passwortrichtlinien                                    | ○          | ●            | ●          |
| <b>Standardanpassungen</b>                             |            |              |            |
| Online-Übersetzung                                     | ●          | ●            | ●          |
| Felder - Anlegen / Ändern / Löschen                    | ●          | ●            | ●          |
| Bildschirme - Ändern                                   | ●          | ●            | ●          |
| Bildschirme - Hinzufügen / Löschen                     | ○          | ○            | ●          |
| Listen - Ändern  | ●          | ●            | ●          |
| Listen - Hinzufügen / Löschen                          | ○          | ○            | ●          |
| Table Level Scripts                                    | ○          | ○            | ●          |
| Field Level Scripts                                    | ●          | ●            | ●          |
| Tab Management   | ○          | ●            | ●          |
| View Management  | ○          | ○            | ●          |
| Externer Zugriff                                       | ○          | ○            | ●          |
| Benachrichtigungen                                     | ●          | ●            | ●          |
| Reports – Hinzufügen / Ändern / Löschen                | ●          | ●            | ●          |
| Classic Dashboard Management                           | ○          | ●            | ●          |

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| <b>Erweiterte Anpassungen</b>                                     |            |              |            |
| Eskalationen  | ●          | ●            | ●          |
| Eskalationsmanagement   | ○          | ●            | ●          |
| Schlüsselattribute  | ○          | ●            | ●          |
| Workflow Management   | ○          | ●            | ●          |
| Tabellen und Datenbanken  | ○          | ○            | ●          |
| Button Groups   | ○          | ○            | ●          |
| <b>Add-Ons</b>  |            |              |            |
| Klassische Outlook-Integration                                    | ○          | ●            | ●          |
| Lite Outlook Integration  | ●          | ○            | ○          |
| Exchange-Integration  | ●          | ●            | ●          |
| Mobiler Zugriff via HTML5 (iOS, Android, Blackberry, Windows ...) | ●          | ●            | ●          |
| Für Smartphones und Tabletcomputer optimierter Client             | ●          | ●            | ●          |
| Twitter Integration für Firmen und Personen                       | ●          | ●            | ●          |
| Self Service  | ○          | ○            | ●          |
| CTI Integration   | ○          | ○            | ●          |
| Crystal Report Integration for Advanced Reports                   | ○          | ●            | ●          |
| Komponenten Manager - Installieren/Nutzen von Komponenten         | ●          | ●            | ●          |
| Komponenten Manager - Erstellen/Aufzeichnen von Komponenten       | ○          | ○            | ●          |
| <b>Developer Interfaces</b>                                       |            |              |            |
| SOAP web services API   | ●          | ●            | ●          |
| COM API   | ○          | ○            | ●          |
| SData API (HTML, REST, XML)                                       | ●          | ●            | ●          |
| .NET API  | ○          | ○            | ●          |
| GCRM Contract zum Austausch von Daten mit ERP-Systemen            | ●          | ●            | ●          |
| <b>Datenmanagement</b>  |            |              |            |
| Datenupload von CSV und Excel                                     | ●          | ●            | ●          |
| Dublettenprüfung / -bereinigung                                   | ○          | ●            | ●          |
| Forecast-Management   | ●          | ●            | ●          |
| Beziehungstypenmanagement   | ○          | ●            | ●          |
| <b>E-Mail &amp; Dokumente</b>                                     |            |              |            |
| Inbound E-Mail-Konfiguration                                      | ○          | ●            | ●          |
| Erweitertes E-Mail-Management                                     | ○          | ●            | ●          |
| <b>Dienste</b>  |            |              |            |
| Sage E-Marketing*   | ○          | ●            | ●          |
| Erweiterter E-Mail-Manager  | ○          | ○            | ●          |
| Exchange Server-Integration                                       | ●          | ●            | ●          |
| Schlüsselwortsuche  | ●          | ●            | ●          |
| <b>Lizensierung</b>   |            |              |            |
| Named User  | ●          | ●            | ●          |
| Concurrent User   | ○          | ○            | ●          |

● in der Edition enthalten ○ nicht in der Edition enthalten

\* Sage E-Marketing ist ein Dienst, der gesondert beauftragt werden muss und durch den zusätzliche Kosten entstehen