

OLD & NEW CLOUD PLANS COMPARISON



	Free <small>New</small> unlimited	Free <small>Archived 2023</small> unlimited	Plus <small>Archived 2018</small> 24	Start + <small>Archived 2020</small> 2	Basic <small>New</small> 5	CRM+ <small>Archived 2020</small> 6	Project + <small>Archived 2020</small> 24	Standard <small>New</small> 50	Standard <small>Archived 2020</small> 50	Professional <small>New</small> 100	Professional <small>Archived 2021</small> unlimited	Professional, Professional X2, Professional X3 <small>Archived 2020</small> unlimited	Enterprise 250, Enterprise 500, Enterprise 1000 <small>New</small> 250 500 1000	Vacation unlimited
Users														
Storage	5 Gb	5 Gb	24 Gb	10 Gb	24 Gb	50 Gb	50 Gb	100 Gb	100 Gb	1 Tb	1024 Gb	1024 Gb, 2 Tb, 3 Tb	3 Tb, 5 Tb, 10 Tb	5 Gb
<hr/>														
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	unlimited	unlimited	unlimited	unlimited	3 000	unlimited	unlimited	5 000	3 000	500 000	unlimited	unlimited	unlimited	100
<hr/>														
Advanced sales tools and settings														
Kanban view	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Custom stages/statuses	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Required fields by stage	—	—	—	✓	✓	✓	✓	—	✓	✓	✓	✓	✓	✓
Pipelines	1	1	1	2	5	10	1	10	10	20	unlimited	unlimited	unlimited	1
Tunnels	—	—	—	—	✓	✓	—	✓	✓	✓	✓	✓	✓	✓
Custom fields	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
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	Professional	Professional	Professional, Professional X2, Professional X3	Enterprise 250, Enterprise 500, Enterprise 1000	Vacation	
	New	Archived 2021	Archived 2018	Archived 2020	New	Archived 2020	Archived 2020	New	Archived 2020	New	Archived 2021	Archived 2020	New	
Users	unlimited	unlimited	24	2	5	6	24	50	50	100	unlimited	unlimited	250 500 1000	unlimited
Recurring deals	—	—	—	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	—
Recurring invoices	—	—	—	✓	—	✓	—	✓	✓	✓	✓	✓	✓	✓
Check for duplicates automatically	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Automatic dialer	—	—	✓	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	—
Resource booking for appointment scheduling in CRM	—	6	12	24	✓	24	6	24	✓	✓	✓	✓	✓	—
Zoom integration	—	—	✓	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	—
Google maps in CRM	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Google maps in custom fields	100	100	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	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.	100 000/mo.	1 000 000/mo.	250 000/mo. 500 000/mo. 1 000 000/mo.	—
Inboxes per user	—	—	2	1	1	5	—	5	5	10	10	10	10, 11, 12	—
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	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
RestAPI	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—

	Free	Free	Plus	Start +	Basic	CRM+	Project +	Standard	Standard	Professional	Professional	Professional, Professional X2, Professional X3	Enterprise 250, Enterprise 500, Enterprise 1000	Vacation
Users	New unlimited	Archived 2021 unlimited	Archived 2018 24	Archived 2020 2	New 5	Archived 2020 6	Archived 2020 24	New 50	Archived 2020 50	New 100	Archived 2021 unlimited	Archived 2020 unlimited	New 250 500 1000	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, Professional X2, Professional X3	Enterprise 250, Enterprise 500, Enterprise 1000	Vacation
Users	New unlimited	Archived 2021 unlimited	Archived 2018 24	Archived 2020 2	New 5	Archived 2020 6	Archived 2020 24	New 50	Archived 2020 50	New 100	Archived 2021 unlimited	Archived 2020 unlimited	New 250 500 1000	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	1000	1000	100 000	2 000	100 000	100 000	100 000	100 000	100 000	100 000	100 000	100 000	200 000 300 000 400 000	1 000
Report builder in CRM														
Sales and marketing automation	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Rules/triggers in deals	5	5	in leads	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.	1 000 000/mo. 2 000 000/mo. 3 000 000/mo.	250 000/mo. 500 000/mo. 100 000/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	1000	1000	1000	1000	1000	1000	1000	100 000	100 000	100 000	100 000	100 000	500 000	1 000
Custom source	—	—	—	—	—	—	—	—	—	✓	✓	✓	✓	—
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	—	1000	—	20 000	—	100 000	100 000	200 000	200 000	unlimited	unlimited	unlimited	unlimited	1 000
Deals	1000	1000	—	20 000	100 000	100 000	100 000	200 000	200 000	unlimited	unlimited	unlimited	unlimited	1 000
Contacts	1000	1000	—	20 000	100 000	100 000	100 000	200 000	200 000	unlimited	unlimited	unlimited	unlimited	1 000
Companies	1000	1000	—	20 000	100 000	100 000	100 000	200 000	200 000	unlimited	unlimited	unlimited	unlimited	1 000
Invoices	—	1000	—	20 000	100 000	100 000	100 000	200 000	200 000	unlimited	unlimited	unlimited	unlimited	1 000
Quotes	—	1000	—	20 000	—	100 000	100 000	200 000	200 000	unlimited	unlimited	unlimited	unlimited	1 000

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Users	New unlimited	Archived 2021 unlimited	Archived 2018 24	Archived 2020 2	New 5	Archived 2020 6	Archived 2020 24	New 50	Archived 2020 50	New 100	Archived 2021 unlimited	Archived 2020 unlimited	New 250 500 1000	unlimited
Inventory management														
Warehouses	unlimited	—	—	—	unlimited	—	—	unlimited	—	unlimited	unlimited	—	unlimited	—
Integration with CRM	—	—	—	—	✓	—	—	✓	—	✓	✓	—	✓	—
Tasks and projects														
Basic features	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited
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	30 days	30 days	30 days	30 days	30 days	30 days	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
Task status summary	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Scrum														
Scrum teams	5	—	—	—	5	—	—	10	—	20	20	—	40 60 80	—
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	Free	Plus	Start +	Basic	CRM+	Project +	Standard	Standard	Professional	Professional	Professional, Professional X2, Professional X3	Enterprise 250, Enterprise 500, Enterprise 1000	Vacation
Users	New unlimited	Archived 2021 unlimited	Archived 2018 24	Archived 2020 2	New 5	Archived 2020 6	Archived 2020 24	New 50	Archived 2020 50	New 100	Archived 2021 unlimited	Archived 2020 unlimited	New 250 500 1000	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	1	1	5	10	10	10	1	10	10	unlimited	unlimited	unlimited	unlimited	1
Sites	1	1	5	10	10	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)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
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	10	10	unlimited	unlimited	1
Orders (excluding inventory management orders)	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited
Products	unlimited	unlimited	unlimited	unlimited	3 000	unlimited	unlimited	5 000	3 000	500 000	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	Free	Plus	Start +	Basic	CRM+	Project +	Standard	Standard	Professional	Professional	Professional, Professional X2, Professional X3	Enterprise 250, Enterprise 500, Enterprise 1000	Vacation	
Users	New unlimited	Archived 2021 unlimited	Archived 2018 24	Archived 2020 2	New 5	Archived 2020 6	Archived 2020 24	New 50	Archived 2020 50	New 100	Archived 2021 unlimited	Archived 2020 unlimited	New 250 500 1000	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	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	—	—	—	—	—	—	—	✓	✓	✓	✓	✓	✓	—	
Limit on the number of simultaneously edited documents	—	—	—	—	—	—	—	5	—	10	—	—	—	—	

	Free	Free	Plus	Start +	Basic	CRM+	Project +	Standard	Standard	Professional	Professional	Professional, Professional X2, Professional X3	Enterprise 250, Enterprise 500, Enterprise 1000	Vacation
	New	Archived 2021	Archived 2018	Archived 2020	New	Archived 2020	Archived 2020	New	Archived 2020	New	Archived 2021	Archived 2020	New	
Users	unlimited	unlimited	24	2	5	6	24	50	50	100	unlimited	unlimited	250 500 1000	unlimited
Bitrix24.Drive														
Online storage	5 Gb	5 Gb	24 Gb	10 Gb	24 Gb	50 Gb	50 Gb	100 Gb	100 Gb	1024 Gb	1024 Gb	1000 Gb 2 Tb 3 Tb	3 Tb, 5 Tb, 10 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	Free	Plus	Start +	Basic	CRM+	Project +	Standard	Standard	Professional	Professional	Professional, Professional X2, Professional X3	Enterprise 250, Enterprise 500, Enterprise 1000	Vacation
Users	New unlimited	Archived 2021 unlimited	Archived 2018 24	Archived 2020 2	New 5	Archived 2020 6	Archived 2020 24	New 50	Archived 2020 50	New 100	Archived 2021 unlimited	Archived 2020 unlimited	New 250 500 1000	unlimited
Company knowledge base	1	1	1	3	3	3	3	5	5	unlimited	unlimited	unlimited	unlimited	1
Project knowledge base	—	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	—
Knowledge base import	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Knowledge base export	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Knowledge base access permissions	—	—	—	—	—	—	—	✓	✓	✓	✓	✓	✓	—
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
RPA access permissions	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
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	—	100 000	—	—	250 000 500 000 1 000 000	—
Integrations														
Free integrations from Bitrix24.Market	—	2	2	2	2	2	2	5	5	10	10	10	10	—
Unlimited REST API	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Unlimited webhooks	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Unlimited local apps	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Administration														
Account administrators	1	1	2	1	1	5	2	5	5	10	unlimited	unlimited	25, 50, 100	1
Change admin	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Two-factor authorization (OTP)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Restrict access by IP address	—	—	—	—	—	✓	✓	—	✓	✓	✓	✓	✓	—
Restrict public file sharing	—	—	—	—	—	—	—	✓	✓	✓	✓	✓	✓	—
Remove "24" logo	—	—	—	—	—	✓	✓	✓	✓	✓	✓	✓	✓	—
Rename account	—	—	—	—	—	—	—	✓	✓	✓	✓	✓	✓	—
Backup restore	—	—	—	—	—	—	—	✓	✓	✓	✓	✓	✓	—
Use own logo	—	—	—	—	—	✓	✓	✓	✓	✓	✓	✓	✓	—
Restore OTP access	—	—	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Bitrix24 login history	—	7 days	7 days	7 days	7 days	7 days	7 days	7 days	7 days	182 days	182 days	7 days	182 days	—
Account transfer to another zone	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Custom account URL with own domain name	—	—	—	—	—	—	—	—	—	✓	✓	✓	✓	—
Deletion protection (Bitrix24.Vacation subscription)	\$60/year	\$60/year	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	\$60/year
Chat with tech support	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Transfer account to on-premise edition	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Priority customer support	—	—	—	—	—	—	—	—	—	—	—	—	✓	—

	Free	Free	Plus	Start +	Basic	CRM+	Project +	Standard	Standard	Professional	Professional	Professional, Professional X2, Professional X3	Enterprise 250, Enterprise 500, Enterprise 1000	Vacation
Users	New unlimited	Archived 2021 unlimited	Archived 2018 24	Archived 2020 2	New 5	Archived 2020 6	Archived 2020 24	New 50	Archived 2020 50	New 100	Archived 2021 unlimited	Archived 2020 unlimited	New 250 500 1000	unlimited
Multiple Branches	—	—	—	—	—	—	—	—	—	—	—	—	✓	—
Scalability														
High-level data isolation	—	—	—	—	—	—	—	—	—	—	—	—	✓	—
Geographically distributed data backup storage	—	—	—	—	—	—	—	—	—	—	—	—	✓	—
Automatic data backup	—	—	—	—	—	—	—	—	—	—	—	—	✓	—
Real time performance scalability	—	—	—	—	—	—	—	—	—	—	—	—	✓	—
Failover cluster	—	—	—	—	—	—	—	—	—	—	—	—	✓	—
Increased REST API limits	—	—	—	—	—	—	—	—	—	—	—	—	✓	—
Enterprise Pack														
Encryption at rest	—	—	—	—	—	—	—	—	—	—	—	—	✓	—
Audit trail	—	—	—	—	—	—	—	—	—	—	—	—	✓	—
Single Sign On	—	—	—	—	—	—	—	—	—	—	—	—	✓	—