

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	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Invoices (unlimited)	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Quotes (unlimited)	—	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	✓
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
Professional sales team														
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 visibility access rights	—	—	—	—	—	—	—	—	—	✓	✓	✓	✓	✓
Timeline	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
CRM Recycle Bin	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Restore from recycle bin	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Recycle bin storage period	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	—	—	—	✓	—	✓	—	✓	✓	✓	✓	✓	✓	✓
Automatic duplicates detection	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Automatic dialer	—	—	✓	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	—
Resource booking for appointment scheduling in CRM	—	6	12	24	✓	24	6	24	24	✓	✓	✓	✓	—
Zoom integration	—	—	✓	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	—
Google maps in Contacts and companies	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Google maps in custom files	100	100	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	100
Observers inside deals	—	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	—
Chat inside CRM	—	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	—
CRM access rights	—	—	✓	—	✓	✓	—	✓	✓	✓	✓	✓	✓	—
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	—	—	✓	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	—
Outbound emails 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 live chat and CRM forms	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Call back widget	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Open Channels	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Facebook	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
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's for Android devices (comming 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	—	—	✓	✓	—	✓	—	✓	✓	✓	✓	✓	✓	—
Export data to Excel	—	—	✓	✓	—	✓	—	—	✓	✓	✓	✓	✓	—
Channel access rights	—	—	—	✓	—	✓	—	—	✓	✓	✓	✓	✓	—
Telephony														
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	—	—	✓	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	—
Call quality evaluation	—	—	✓	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	—
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	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—

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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														
Automation rules in deals	5	5	in leads	5	✓	✓	5	✓	✓	✓	✓	✓	✓	5
Webhooks for rules/triggers	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Edit rules/triggers in business process designer	—	—	—	—	—	—	—	—	✓	✓	✓	✓	✓	—
Business process automation in CRM	—	—	—	—	—	—	—	—	✓	✓	✓	✓	✓	—
Smart Process Automations (SPA)	—	—	—	—	—	—	—	—	—	✓	✓	✓	✓	—
Smart scripts	✓	✓	in leads	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
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 (Google Ads)	—	—	—	—	—	—	—	—	—	✓	✓	✓	✓	—
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

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Users	unlimited	unlimited	24	2	5	6	24	50	50	unlimited	unlimited	unlimited	unlimited	unlimited
Tasks and project														
Basic														
Tasks and projects	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited
Planner	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Subtasks	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Check lists	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Reminders	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Recycle bin	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Restore from recycle bin	—	✓	—	—	✓	✓	—	✓	✓	✓	✓	—	—	—
Task to email	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Mobile tasks for iOS and Android	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Project management														
Project Kanban	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Project owner	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Project start/end dates	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Gantt	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Task time tracking	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Skip weekends and holidays when planning	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Collaboration														
Observers and participants	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Delegating	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Rate task	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Task control	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Supervisor view	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Custom fields	—	—	—	—	—	—	—	—	—	✓	✓	✓	✓	—
Access permissions	—	—	—	—	—	—	—	—	—	✓	✓	✓	✓	—
Workgroup/project access rights	—	—	—	✓	—	✓	✓	—	✓	✓	✓	✓	✓	—
Task dependencies	5	5	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	5
Tasks automation														
Task templates and recurring tasks	—	—	✓	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	—
Templates with subtasks	—	—	✓	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	—
Template sharing	—	—	✓	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	—
Task automation (rules and triggers)	—	—	✓	—	—	—	—	—	—	✓	✓	✓	✓	—
Copy project	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Integrations with tasks														
Drive integration	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
CRM integration	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Calendar integration	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Email integration (create task from e-mail)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Integration with workflows	—	—	—	—	—	—	—	✓	✓	✓	✓	✓	✓	—

	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
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
Extra														
Sites and landing pages														
Sites	1	1	5	10	9	10	1	10	10	unlimited	unlimited	unlimited	unlimited	1
Pages	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	1
Own domain	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Site templates	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Site templates (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 permissions	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Sales intelligence	—	—	✓	—	—	—	—	✓	✓	✓	✓	✓	✓	—
Custom theme color	—	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Insert HTML or JS	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Dynamic blocks (News feed)	—	—	—	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	—
Site import	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Site export	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Superblock	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Cookie consent	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Online store (beta)														
Quick online store (berlin release)	—	—	—	—	✓	✓	—	✓	✓	✓	✓	✓	✓	—
Stores	1	1	1	1	2	1	1	10	10	unlimited	unlimited	unlimited	unlimited	1
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	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Sets and bundles	—	—	—	—	—	—	—	—	—	✓	✓	✓	✓	—
Variable prices	—	—	—	—	—	—	—	—	—	✓	✓	✓	✓	—
Discount templates	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Discount builder	—	—	—	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	—

	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
Coupons	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Cumulative discounts	—	—	—	—	—	—	—	—	—	✓	✓	✓	✓	—
Automation rules	—	—	—	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	—
Payment processing	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Fixed shipping cost	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Shipping costs calculator	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Stock management	—	—	—	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	—
Inventory management (documents)	✓	—	—	—	✓	—	—	✓	—	✓	✓	✓	✓	✓
Online store import (without catalog)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Online store export (without catalog)	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Communications														
Feed														
Video announcement	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Post view indicator	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Email to post	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Announcements	—	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	—
Polls	—	✓	✓	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	—
Appreciation badges	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Chats and 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	—	—	✓	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	—
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
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	—	—	✓	—	—	✓	✓	—	✓	✓	✓	✓	✓	—
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 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
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	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Business automation														
Feed (Activity stream) workflows	—	—	—	—	—	—	—	—	✓	✓	✓	✓	✓	—
Business process 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	—	—	✓	—	—	✓	✓	✓	✓	✓	✓	✓	✓	—
Company pulse (users online)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Market and API														
Bitrix24.Market														
Applications	—	—	2	2	2	2	2	5	5	10	10	10	10	—
REST	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Webhooks	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Local applications	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Administration														
Account administrators	1	1	2	1	1	5	2	5	5	unlimited	unlimited	unlimited	unlimited	1
Change admin	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Two-step authentication (OTP)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Restrict access by IP address	—	—	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Restrict public file sharing	—	—	—	—	—	—	—	✓	✓	✓	✓	✓	✓	—
Use own logo	—	—	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Rename account	—	—	—	—	—	—	—	✓	✓	✓	✓	✓	✓	—
Backup restore	—	—	—	—	—	—	—	✓	✓	✓	✓	✓	✓	—
Restore OTP access	—	—	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Account transfer to another zone	—	—	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	—
Custom account URL with own domain name	—	—	—	—	—	—	—	—	—	✓	✓	✓	✓	—
Removal protection (Vacation plan)	\$60/year	\$60/year	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	\$60/year