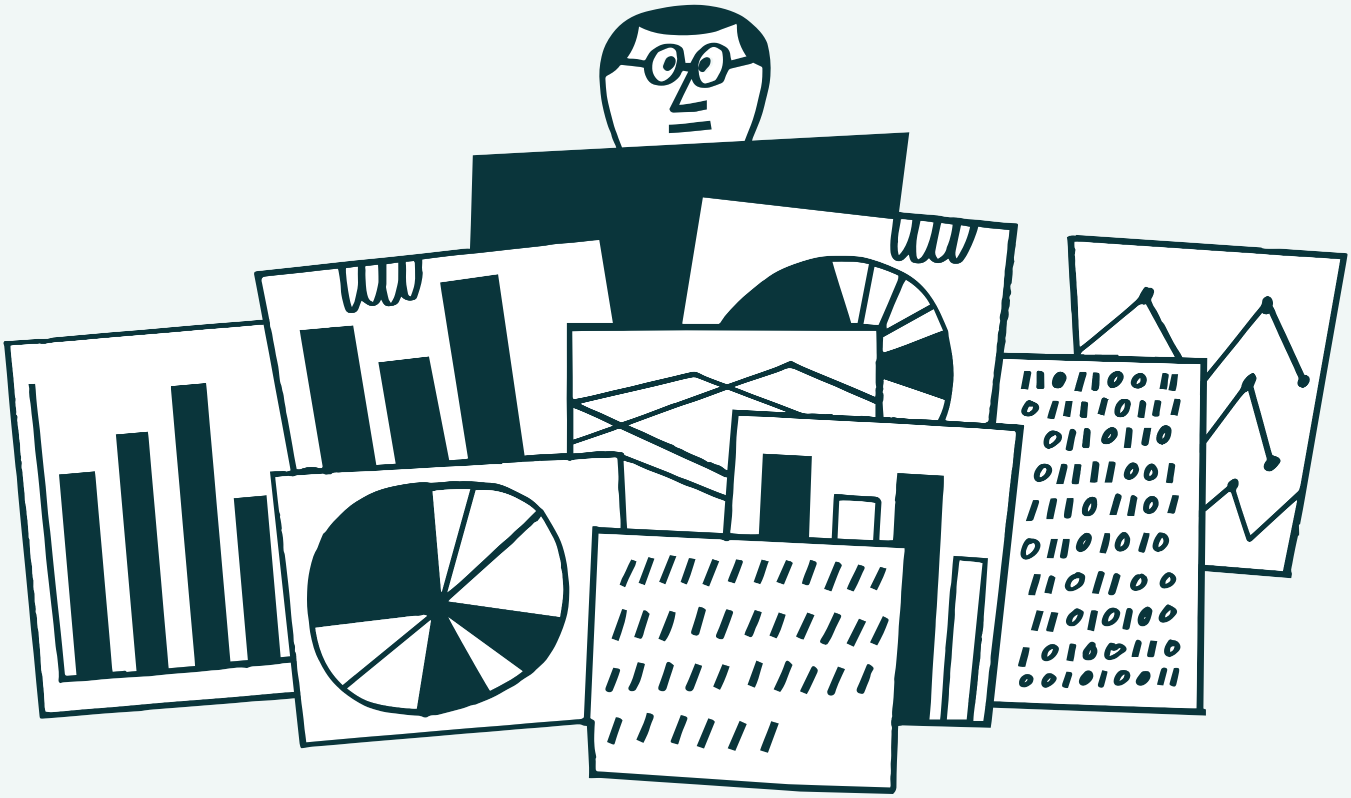
zendesk sell

Full feature comparison chart & pricing guide



Pricing

Plan	Team	Professional	Enterprise	Elite
Price billed annually	$19.00	$49.00	$99.00	$199.00
Price billed monthly	$25.00	$59.00	$125.00	N/A

Features

Team

6
Plug-and-Play Integrations

7
Pre-Built Reports

2GB
/User Document Storage

- Up to 3 users
- Customizable Sales Pipeline
- Email Integration with Tracking (clicks & opens)
- Call Tracking & Recording
- Click to Dial (additional rates apply)
- Text Messaging (SMS)
- Calendar Management
- Task and Activity Tracking
- Collaborators
- @Mentions
- Team Document Repository
- Data Imports
- Duplicate Detection
- Required Fields
- Custom Data Fields, Filters and Tags
- Seamless Mobile App
- Visits & GeoVerification
- 'Edible by Admin Only' Data Fields

Professional

13
Plug-and-Play Integrations

20
Pre-Built Reports

5GB
/User Document Storage

Everything in Team

+

- No user limit
- Sales Forecasting
- Goals Tracking
- Bulk Emailing
- Unlimited Email Templates
- Email Personalization Tags
- Advanced Call Analytics
- Lead Capture Form
- Data Exports
- Core API
- Pre-Built Code Libraries

Enterprise

18
Plug-and-Play Integrations

28
Pre-Built Reports

10GB
/User Document Storage

Everything in Team

+

Everything in Professional

+

- Activity Reports
- Product & Price Book
- Up to 2 Sales Pipelines
- Task Automation
- Customized Notifications
- Role-Based Permissions
- Lead & Deal Scoring
- Companies Hierarchy
- Email Sentiment Analysis
- Historical Sales Exports
- Call Scripts
- Automated Power Dialer

Elite

All
Plug-and-Play Integrations

35
Pre-Built Reports

25GB
/User Document Storage

Everything in Team

+

Everything in Professional

+

Everything in Enterprise

+

- Rep Performance Dashboard
- Advanced Sales Insights Reports
- Success Insights Reports
- Single Sign-On (SSO)
- Firehose API
- Sync API
- Search API
- Unlimited Sales Pipelines
- Premium Customer Support

Reports

Team	Professional	Enterprise	Elite
Total Sales	Everything in Team	Everything in Team	Everything in Team
Sales Funnel	+	+	+
Stage Distribution	Sales by Customer	Everything in Professional	Everything in Professional
Lead Status	Sales by Owner	+	+
Deal Sources	Forecasted Sales	Pipeline Development	Everything in Enterprise
Total Incoming Deals	Forecasted Sales by Source	Activity Overview	+
Deal Loss Reasons	Sales (revenue) Goals	Email Outcomes	Rep Performance Dashboard
	Won Deals (volume) Goals	Call Outcomes	Loss Reasons by Owner
	Call Log	Visit Outcomes	Loss Reasons by Source
	Call Count	Time to First Acton by Outcome	Stage Conversion by Owner
	Call Duration	Time to First Action by Owner	Deal Source Performance
	Call Outcome Summary	Time to First Action by Time Buckets	Stage Duration Analysis
	Call Volume vs Deal Value		Stage Duration by Owner
	Call Length vs Time of Day		
	Call Outcome vs Time of Day		

Integrations

Team	Professional	Enterprise	Elite
Zendesk Support	Everything in Team	Everything in Team	Everything in Team
Sell App for Zendesk Support	+	+	+
Google Calendar	MailChimp	Everything in Professional	Everything in Professional
Exchange Calendar (beta)	Dropbox	+	+
PandaDoc/Quote Roller	Google Drive	Harvest	Everything in Enterprise
Facebook	Google Contact Sync	Hubspot	
	Google Task	Xero	
	Exchange/Outlook Contact Sync		
	Zapier		

Glossary

@Mentions
Call attention to coworkers when logging notes, calls, and visits to share updates, ask questions, flip deals to other reps, or however your team works together to close deals

Activity Tracking
Track notes, calls, appointments, emails, tasks, texts, visits, and documents

Activity Reports
Analyze activity volume and compare outcomes across teams and individual reps

Advanced APIs (Firehose, Sync, Search)
Robust developer tools to build custom integrations and manipulate Sell data to meet your organization's needs

Advanced Sales Insights Reports
Reports such as Deal Source Performance Report or Stage Conversion by Owner Report capture in-depth, comprehendable sales analysis for insights from every angle

Android Contact Integration
Allow Sell to sync with your Android contacts so incoming and outcoming calls to your mobile number can be logged automatically to Sell

Bulk Emailing
Send personalized bulk emails from Sell using custom templates to accelerate outreach and communication efforts

Calendar Management
Set tasks and schedule appointments with calendar invites. Integrate your Google or Exchange calendar with Sell to create a 2-way appointment sync

Call Tracking & Recording
Make and receive calls from Sell to record conversations, track outreach & follow-ups, and analyze time spent on the phones

Collaborators
Assign people in your organization as "collaborators" on deals to keep all relevant parties in the loop with updates or key items

Companies Hierarchy
Selling to companies with multiple subsidiaries or to customers working for multiple companies? Build a hierarchy tree to clearly define parent/child company relationships

Core API
Create, Read, Update, and Delete Sell data through RESTful API

Customized Notifications
Personalized notifications in the form of web alert, mobile alert, or email notification

Customized Sales Pipeline
Every business has a unique sales process. Customize how deals move through the pipeline to align with your sales cycle

Duplicate Detection
Identify when records with the same information such as 'company name' or 'email' are getting created to avoid duplicates. Hello accurate reporting!

Email Integration with Tracking
Integrate your email account to manage emails from within Sell and get notified as soon as emails you send get opened, as well as how many times they've been clicked

Email Sentiment Analysis
Sell analyzes linguistic patterns in your emails to identify and alert you of deals that are at risk

Goals Tracking
Set individual & team goals for revenue or deal volume attainment. See clearly how everyone is tracking toward quota and who's falling behind

GeoVerification
Each time a Visit is logged from the Sell mobile app, using geolocation we'll verify if the Lead or Contact's address stored in Sell matches the location of the user (optional)

Lead Capture Form
Your website inquiries automatically added directly to Sell

Lead & Deal Scoring
Define scoring formulas to quickly know which leads and deals deserve your time and focus

Multiple Sales Pipeline
Implement numerous sales processes in Sell by constructing multiple pipelines to track deals at every stage, in any cycle

Required Fields
Require your reps to fill out certain fields in order to take action on a Lead or Deal

Role-Based Permissions
Multi-level permissions with organizational charting to clearly define different teams and hierarchy in your organization

Sales Forecasting
Get a clear understanding of predicted revenue and which opportunities are more likely to close

Seamless Mobile App
Access Sell wherever you go using the mobile app that syncs seamlessly with the web

Single Sign-On (SSO)
Simplify identity management and increase security compliance with your organization's policies. Login with a single click

Success Insights Reports
Uncover hard-to-find insights and better measure success with reports such as the Stage Duration Analysis Report or Time to First Action by Outcome Report

Text Messaging (SMS)
Send, receive, and manage texts from the desktop or mobile app to quickly touch base with prospects and customers

Team Document Repository
A central location for users to access and share documents. Easily reference a historical contract or proposal and who it's related to

Telephony Integration for Android
Allow your Sell App to scan and sync your historical Calls and Text Messages made with your mobile number to keep all communication with business contacts in one place

Task Automation
Set triggers to have Tasks automatically created and assigned to specific users

Visits
Find nearby prospects or customers and log visits using geolocation