act!™

CRM Features	Benefit	Act! Pro	Act! Premium	Act! Premium Cloud	Act! Premium Cloud Plus
Contact management	Keep rich contact details, emails, documents, notes, history, activities, social media updates, and more in one, easy to find place—the Act! contact record.	●	●	●	●
Groups & companies	Organize similar contacts into groups and companies to deliver targeted communications.	●	●	●	●
Activity tracking & alerts	Track and prioritize meetings and activities associated with your contacts. Benefit from alerts that keep you on top of your customer commitments.	●	●	●	●
Act! emarketing (unlimited sends to 500 contacts per month)	Create, send, and track professional, mobile-friendly email campaigns proven to drive sales.	●	●	●	●
Sales process automation	Manage opportunities using a powerful, out-of-the-box process or one you customize. Complete activities in each stage of the sales process to keep deals moving.	●	●	●	●
Opportunity tracking	Track probability of close, products, lead source, status, and more for every opportunity for total visibility and control of your sales pipeline.	●	●	●	●
Call Lists	Focus your attention on the hottest leads using Call Lists that serve up prioritized lists of email campaign recipients ranked by level of campaign interaction.	$12.50/ acct/mo (billed annually)	$12.50/ acct/mo (billed annually)	$12.50/ acct/mo (billed annually)	$12.50/ acct/mo (billed annually)
Reports	Stay in the know with 50+ preconfigured reports or create custom reports to fit your unique needs. Export reports to Microsoft® Excel, HTML, PDF, and email.	●	●	●	●
Unlimited customizations	Modify layouts, edit 60+ fields, and add unlimited new fields.	●	●	●	●
Integration with Office, Outlook®, & more	Seamlessly interact with tools like Office, Outlook®, Google™, Dropbox, Facebook®, and more within Act!.	●	●	●	●
Act! Insight	See dynamic, visual snapshots of real-time metrics covering sales productivity and performance, sales pipeline health, top performing products, win/loss analysis, and more with interactive, graphical dashboards. Available exclusively to active Act! Premium subscribers!		●	●	●
Act! Companion mobile app	Access key Act! details, receive alerts for upcoming activities, and get driving directions via maps from a mobile app on your iPhone®, iPad®, or Android™. Available exclusively to active Act! Premium subscribers!		●	●	●
Act! Premium Mobile	Access Act! contacts, activities, notes, history, and opportunities from your iPhone®, iPad®, and Android™.		●	●	●
Act! Connect	Connect to hundreds of popular business apps like Slack™, QuickBooks® Online, Shopify, and Wufoo®—no coding or special skills needed. Available exclusively to active Act! Premium subscribers!		●	●	●
Ask Act!™ with Amazon Alexa	Ask for key Act! contact and calendar details, then sit back as Amazon Alexa tells you what you want to know—no need to search your laptop or mobile device. Available exclusively to active Act! Premium subscribers!		●	●	●
Act! Premium Contact Link	Streamline your workflow between Act! and Outlook. Auto or manually attach Outlook® emails to Act! from your inbox or sent folder, create or edit Act! contacts from Outlook®, and schedule or view Act! activities from Outlook®.		●	●	●
eCommerce Connections	Connect with popular eCommerce solutions BigCommerce, Ecwid, Etsy, Shopify, Volusion, and WooCommerce for visibility into customer purchase history in Act!. Available exclusively to active Act! Premium subscribers!		●	●	●
Act! API	Integrate CRM functionality into virtually any system or application. Available exclusively to active Act! Premium subscribers!		●	●	●
Team sharing	Collaborate with your team via shared calendars with group scheduling, dashboards and reports with team views, and more.		●	●	●
Advanced security	Keep sensitive data secure with advanced security options.		●	●	●
Instant online access	Get going right away with instant online access to Act! from your laptop, tablet, and mobile device.			●	●
Automatic nightly backups & recovery	Protect your data from loss or damage with automatic nightly backups and recovery.			●	●
Secure Cloud hosting	Benefit from best-in-class security, performance, and reliability with our Cloud solutions. You also have the option to choose a private Cloud used only by you, so you can tailor your environment to fit unique business needs or comply with strict security mandates.			4GB storage	Private Cloud hosting with 20GB+ storage
Access to valuable features & connections	Get exclusive access to Act! Companion, Act! Insight, connections to Outlook® and eCommerce solutions, the Act! API, and more—all included in your Act! Insider membership!		Act! Companion mobile app, Act! Insight, connections to Outlook® and eCommerce solutions, the Act! API, and more!		
Product updates & upgrades	Have access to product innovations, feature enhancements, and compatibility updates as they're released.		●	Automatic upgrades	Automatic upgrades applied on your schedule
Exclusive training resources	Get answers whenever you need them with getting started resources, informative training videos, the online Knowledgebase, and features tours.		●	●	●
Act! Insider enewsletter	Stay in the know with monthly tips and tricks, product updates, and more written by industry and product experts.		●	●	●
Expert technical support	Consult with knowledgeable support advisors ready to help quickly resolve technical issues related to Act!.	$40/user 30-day support $99/ user/yr annual support	●	●	●
Premier support	How much is your time worth? Jump to the front of the line, set an appointment at a time that works best for your schedule, and leave a message for a call-back.		$5 /user/mo	$5 /user/mo	$5 /user/mo
Dedicated Act! account manager	Work with a dedicated Swiftpage account manager who knows your business.		●	●	●
Getting started concierge	Enjoy concierge service from onboarding experts who help you get setup, log in, and start right away.		●	●	●