**ITOP Features table**

|  | **Community** | **Combodo Products** | | |
| --- | --- | --- | --- | --- |
|  | **iTop Community** | **iTop Entry** | **iTop Essential** | **iTop Professional** |
| Custom CMDB | - | - | - | - |
| Configuration, contact, organization management | - | - | - | - |
| User request management | - | - | - | - |
| Incident management | - | - | - | - |
| Problem management | - | - | - | - |
| Change management | - | - | - | - |
| CSV and Excel import/export | - | - | - | - |
| Data synchronization engine | - | - | - | - |
| Graphical impact analysis | - | - | - | - |
| Configurable notifications | - | - | - | - |
| REST/JSON API | - | - | - | - |
| Working schedule management |  | - | - | - |
| Automatic eMail replies |  | - | - | - |
| Ticket creation and update by eMail |  |  | - | - |
| Approbation rules |  |  | Simple | Configurable |
| Pre-canned replies |  |  |  | - |
| User satisfaction surveys |  |  |  | - |
| User request templates |  |  |  | - |
| ITSM Designer - CMDB customization |  |  | - | - |
| ITSM Designer Pro - Workflows and profiles personnalization |  |  |  | - |