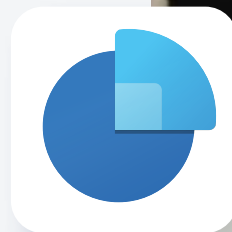


Dynamics 365 Sales

Comparison between
Professional, Enterprise and
Premium





Dynamics 365 Sales is powerful and one of the most popular CRM software solutions available to businesses today.

It's obvious to ask which variant of Dynamics 365 Sales – Professional or Enterprise – is suitable when thinking about rolling Dynamics 365 Sales for managing business processes.

Choosing between D365 Sales Enterprise, Sales Professional and Sales Premium is a matter of one's business requirements. Meaning, features & functionalities needed to smoothly run and manage business activities under budget. No other solution like Microsoft Dynamics 365 Sales, a cloud-based software application, comes with various license types, packages and rates concerning the modules of the required solution.

And about the difference between Dynamics 365 Sales Professional and Enterprise, D365 Sales Professional has core features, whereas D365 Sales Enterprise includes all features.

Below are the key differences that you can refer to –

◆ Limited ✓ Included + Add-in

Dynamics 365 Sales	Professional	Enterprise	Premium
Sales execution	◆	✓	✓
Lead and opportunity management	✓	✓	✓
Marketing lists and quick campaigns	✓	✓	✓
Products, price lists, and product bundles	✓	✓	✓
Quotes, orders, and invoices	✓	✓	✓
CPQ and data enrichment solution discovery	✓	✓	✓
Live org charts	✓	✓	✓
Mobile app	✓	✓	✓
Forecasting		✓	✓
Product, relationships, and hierarchies		✓	✓
Cases (for Sales)		✓	✓
Business card scanner		✓	✓
Assistant (standard cards)		✓	✓
Email intelligence (email engagement and auto-capture)		✓	✓
Sales playbooks		✓	✓
Competitors, sales goals, and territory management		✓	✓
Partner relationship management		✓	✓
Automated lead and opportunity summaries with Sales Copilot in Dynamics 365 Sales		✓	✓

◆ Limited ✓ Included + Add-in

Dynamics 365 Sales	Professional	Enterprise	Premium
Microsoft 365 integration	◆	✓	✓
Outlook	✓	✓	✓
Exchange	✓	✓	✓
Excel	✓	✓	✓
Teams	✓	✓	✓
OneDrive / SharePoint	✓	✓	✓
OneNote	✓	✓	✓
Knowledge management		✓	✓
		✓	✓
Reporting and analysis	◆	◆	◆
Export to Excel, advanced analytics with separate Microsoft Power BI license	✓	✓	✓
Real-time sales reports and dashboards	✓	✓	✓
Portals	+	+	+
Customization and extensibility	◆	✓	✓
Application customizations	◆	✓	✓
Custom applications ⁵ (Microsoft Power Apps)		✓	✓
Workflow automation ⁶ (Microsoft Power Automate)	◆	✓	✓

◆ Limited ✓ Included + Add-in

Dynamics 365 Sales	Professional	Enterprise	Premium
Contextual insights		◆	✓
Predictive forecasting			✓
Pipeline intelligence		◆	✓
Predictive scoring		◆	✓
Relationship analytics			✓
Connection insights (who knows whom)			✓
Notes analysis			✓
Assistant customization and premium cards		◆	✓
Meeting preparation assistance with Sales Copilot in Dynamics 365 Sales		✓	✓
Sales Accelerator		◆	✓
Intelligent work list		◆	✓
Up next widget		◆	✓
Sequence designer		◆	✓
Embedded email and phone dialer		◆	✓
Contextual email generation with Sales Copilot in D365 Sales		✓	✓
Email summary with Sales Copilot in Dynamics 365 Sales		✓	✓

◆ Limited ✓ Included + Add-in

Dynamics 365 Sales	Professional	Enterprise	Premium
Conversation intelligence		◆	◆
Call transcription		◆	◆
Keyword, sentiment, and emotion analysis		◆	◆
Competitive products and brand analysis		◆	◆
Pipeline analysis		◆	◆
Seller behavior and top seller analysis		◆	◆
Coaching tools		◆	◆
Personalized seller dashboards		◆	◆
Outbound calling and Teams meeting scheduler		◆	◆
Meeting summary with Sales Copilot in Dynamics 365 Sales		◆	◆
Sales Copilot	+	✓	✓
Meeting preparation assistance in Outlook	+	✓	✓
Contextual email generation in Outlook	+	✓	✓
Email summary in Outlook	+	✓	✓
Meeting summary in Teams	+	✓	✓
Automatic customer record syncing from Outlook and Teams	+	✓	✓
Real-time call insights in Teams	+	✓	✓
Collaboration spaces in Teams	+	✓	✓
Conversation intelligence in Teams	+	✓	✓
Intelligent meeting recordings and transcriptions in Teams	+	✓	✓

Dynamics 365 Sales pricing

Dynamics 365 Sales Professional

£53.40

per user/month

Core sales force automation and
Microsoft 365 integration

* Microsoft Sales Copilot available at
an additional cost

Dynamics 365 Sales Enterprise

£78.10

per user/month

Industry-leading sales force automation
with contextual insights and advanced
customisation capabilities

✓ Microsoft Sales Copilot Included

Dynamics 365 Sales Premium

£111

per user/month

Dynamics 365 Sales Enterprise plus
prebuilt customisable intelligence
solutions for sellers and managers

✓ Microsoft Sales Copilot Included

Microsoft Sales Copilot



£32.90

per user/month

A role-based copilot in Dynamics 365
Sales and Microsoft 365 designed to
improve sales productivity.