

Bitrix24[®]

New subscription plans and pricing

from August 1, 2021



	Free	Basic	Standard	Professional
Users	unlimited	5	50	unlimited
Cloud storage	5 GB	24 GB	100 GB	1,024 GB
CRM				
Basic features				
Unlimited deals	✓	✓	✓	✓
Unlimited contacts	✓	✓	✓	✓
Unlimited companies	✓	✓	✓	✓
Invoices	–	✓	✓	✓
Quotes	–	–	✓	✓
Unlimited leads	–	–	✓	✓
Simple CRM mode (without 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	–	✓	✓	✓
Template file size	–	2 MB	2 MB	2 MB
Document generator access rights	–	✓	✓	✓
Client profile	✓	✓	✓	✓
Product catalog	✓	✓	✓	✓
Products	100	3,000	3,000	unlimited
Daily workflow scenarios and settings				
Kanban view	✓	✓	✓	✓
Custom stages/statuses	✓	✓	✓	✓
Required fields by stage	–	✓	✓	✓
Pipelines	1	5	10	unlimited
Tunnels	–	✓	✓	✓

	Free	Basic	Standard	Professional
Custom fields	5 per entity	15 per entity	30 per entity	unlimited
Fields visible to selected users	—	—	—	✓
Timeline	✓	✓	✓	✓
Recycle bin	✓	✓	✓	✓
Restore from recycle bin	—	✓	✓	✓
Keep deleted files in recycle bin	30 days	30 days	30 days	30 days
Recurring deals	—	✓	✓	✓
Recurring invoices	—	—	✓	✓
Check for duplicates automatically	✓	✓	✓	✓
Automatic dialer	—	✓	✓	✓
Resource booking for appointment scheduling in CRM	—	✓	24	✓
Zoom integration	—	—	✓	✓
Google maps in CRM	—	✓	✓	✓
Google maps in custom fields	100	unlimited	unlimited	unlimited
Observers inside deals	—	—	✓	✓
Chat inside CRM	—	—	✓	✓
CRM access rights	—	✓	✓	✓
AI scoring	—	—	—	✓
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	✓	100	unlimited
Export contacts to CSV, Excel, Outlook	—	✓	✓	✓

	Free	Basic	Standard	Professional
Contact Center				
Built-in telephony	—	✓	✓	✓
SIP connector for third-party telephony integrations	—	✓	✓	✓
Email copy storage	—	✓	✓	✓
Connect external email	—			✓
Emails from CRM (per month)	—	10,000	50,000	100,000
Inboxes per user	—	1	5	10
Initial email synchronization and storage limit	—	7 days	30 days	90 days
Live chat	✓	✓	✓	✓
Website widget	✓	✓	✓	✓
CRM forms	100 completed forms	✓	✓	✓
Remove "Powered by Bitrix24" in CRM forms and live chat	—	✓	✓	✓
Call back widget	—	✓	✓	✓
Open channels	✓	✓	✓	✓
Telegram, Facebook	✓	✓	✓	✓
Channels	1	2	10	unlimited
Instagram	✓	✓	✓	✓
Apple Business Chat	—	✓	✓	✓
Viber	—	✓	✓	✓
WhatsApp	—	✓	✓	✓
Instagram comments	✓	✓	✓	✓
Call tracking in CRM for Android devices (coming soon)	—	✓	✓	✓
RestAPI	—	✓	✓	✓
Open channel settings				
Workhour settings	—	✓	✓	✓
Request contact information	✓	✓	✓	✓

	Free	Basic	Standard	Professional
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 (chat statistics)	–	–	✓	✓
Export data to Excel	–	–	–	✓
Channel access rights	–	–	–	✓
Telephony settings				
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	–	✓	✓	✓

	Free	Basic	Standard	Professional
Match number to source (CRM)	—	✓	✓	✓
Export call details to Excel	—	✓	✓	✓
VoIP phone intercept	—	✓	✓	✓
Automatic dialer	—	✓	✓	✓
Client conversation rating	—	✓	✓	✓
IVR (voice menu)	—	2 levels	2 levels	unlimited
Call recording (per month)	—	unlimited	unlimited	unlimited
Queue groups	—	unlimited	unlimited	unlimited
Queue group size	—	unlimited	unlimited	unlimited
Automatic call transcription	—	\$	\$	\$
Telephony access rights	—	✓	✓	✓
Call recording playback speed	—	✓	✓	✓
Call statistics	—	✓	✓	✓
Call tracking settings				
Sites	—	unlimited	unlimited	unlimited
Visitors	—	unlimited	unlimited	unlimited
Phone numbers	—	unlimited	unlimited	unlimited
Sales & marketing automation				
Sales plan	—	✓	✓	✓
CRM analytics	—	✓	✓	✓
Max number of leads, deals, contacts or companies included in CRM analytics reports	1,000	100,000	100,000	100,000
Export reports	—	—	✓	✓
Sales & marketing automation				
Rules/triggers in deals	5	✓	✓	✓
Webhooks for rules/triggers	—	✓	✓	✓

	Free	Basic	Standard	Professional
Edit rules/triggers in workflow designer	–	–	–	✓
Smart scripts	✓	✓	✓	✓
Workflow automation in CRM	–	–	–	✓
Smart process automation (SPA)	–	–	–	✓
Listsets	–	–	–	✓
CRM Marketing				
Bulk email	–	–	50,000	100,000
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	100,000	100,000
Automated data only (no banners/UTMs)	✓	✓	✓	✓
Report builder	–	✓	✓	✓
Keyword analysis in Sales	–	✓	✓	✓
Automated ad management	–	✓	✓	✓
Call tracking	–	✓	✓	✓
CRM.Payment and Delivery				
CRM.Payment and Delivery	–	✓	✓	✓

	Free	Basic	Standard	Professional
Searchable in CRM with filters (max number)				
Leads	—	100,000	200,000	unlimited
Deals	1,000	100,000	200,000	unlimited
Contacts	1,000	100,000	200,000	unlimited
Companies	1,000	100,000	200,000	unlimited
Invoices	—	100,000	200,000	unlimited
Quotes	—	100,000	200,000	unlimited

Tasks & projects

Basic futures

	Free	Basic	Standard	Professional
Tasks and projects	unlimited	unlimited	unlimited	unlimited
Planner	✓	✓	✓	✓
Subtasks	✓	✓	✓	✓
Checklists	✓	✓	✓	✓
Reminders	✓	✓	✓	✓
Smart focus system in Tasks	✓	✓	✓	✓
Recycle bin	✓	✓	✓	✓
Restore from recycle bin	—	✓	✓	✓
Keep deleted files in recycle bin (coming soon)	30 days	30 days	30 days	30 days
Task to email	✓	✓	✓	✓
Mobile tasks for iOS and Android	✓	✓	✓	✓
Project management				
Project Kanban	✓	✓	✓	✓
Project owner	✓	✓	✓	✓
Project start/end dates Gantt	✓	✓	✓	✓
Task time tracking (manual)	✓	✓	✓	✓
Skip weekends and holidays when planning	✓	✓	✓	✓

	Free	Basic	Standard	Professional
Collaboration				
Observers and participants	–	✓	✓	✓
Delegating	–	✓	✓	✓
Rate task	–	✓	✓	✓
Task control	–	✓	✓	✓
Supervisor view	–	✓	✓	✓
Custom fields	–	–	–	✓
Access permissions for tasks	–	–	–	✓
Workgroup/project access rights	–	–	–	✓
Task dependencies	5	✓	✓	✓
Task automation				
Task templates and recurring tasks	–	–	✓	✓
Templates with subtasks	–	–	✓	✓
Template sharing	–	–	✓	✓
Task automation (rules and triggers)	–	–	–	✓
Copy projects	–	✓	✓	✓
Integration				
Integration with Drive (attach files from Drive)	✓	✓	✓	✓
Integration with CRM	✓	✓	✓	✓
Integration with Calendar	✓	✓	✓	✓
Integration with Email (email-to-task conversion)	✓	✓	✓	✓
Integration with workflows	–	–	✓	✓
Analytics and reports				
Efficiency KPI	–	–	✓	✓
Report builder	–	–	✓	✓

	Free	Basic	Standard	Professional
Searchable in tasks with filters (max number)				
Tasks	1,000	100,000	200,000	unlimited
Sites & landing pages				
Sites	1	10	10	unlimited
Web pages	unlimited	unlimited	unlimited	unlimited
Use own domain	✓	✓	✓	✓
Site templates (created by Bitrix24)	✓	✓	✓	✓
Site templates (from Bitrix24 Market)	—	✓	✓	✓
Copy web pages	✓	✓	✓	✓
Google Analytics	—	✓	✓	✓
Google Maps	✓	✓	✓	✓
CRM forms	100 completed forms	✓	✓	✓
Website live chat	✓	✓	✓	✓
Call back widget	—	✓	✓	✓
Remove "Powered by Bitrix24" branding	—	✓	✓	✓
Site builder access rights	—	—	✓	✓
Sales intelligence	—	—	✓	✓
Custom theme color	—	✓	✓	✓
Insert HTML or JS	—	✓	✓	✓
Dynamic blocks (feed)	—	✓	✓	✓
Site import	✓	✓	✓	✓
Site export	—	✓	✓	✓
Superblock	—	✓	✓	✓
Automated SEO (coming soon)	—	✓	✓	✓
Cookie consent	✓	✓	✓	✓
Online stores				
Online store	—	✓	✓	✓
Stores	1	2	10	unlimited
Orders	unlimited	unlimited	unlimited	unlimited

	Free	Basic	Standard	Professional
Products	100	3,000	3,000	unlimited
Revenue	unlimited	unlimited	unlimited	unlimited
Transaction processing	0%	0%	0%	0%
Site builder access rights	—	—	✓	✓
SKU (stock keeping unit)	✓	✓	✓	✓
Sets and bundles	—	—	—	✓
Variable prices	—	—	—	✓
Discount templates	✓	✓	✓	✓
Discount builder	—	✓	✓	✓
Coupons	✓	✓	✓	✓
Cumulative discounts	—	—	—	✓
Automation rules	—	✓	✓	✓
Payment processing	✓	✓	✓	✓
Fixed shipping cost	✓	✓	✓	✓
Shipping costs calculator	✓	✓	✓	✓
Stock management	—	✓	✓	✓
Online store import (without catalog)	✓	✓	✓	✓
Online store export (without catalog)	—	✓	✓	✓
Virtual office				
Feed				
Video announcements	✓	✓	✓	✓
Post view indicator	✓	✓	✓	✓
Email to post	✓	✓	✓	✓
Announcements	—	—	✓	✓
Polls	—	—	✓	✓
Appreciation badges	✓	✓	✓	✓
Chats and HD video calls				
Chats	✓	✓	✓	✓
Public and private chats	✓	✓	✓	✓
HD Video calls (1-to-1)	✓	✓	✓	✓

	Free	Basic	Standard	Professional
HD Video calls (up to 48 users)	✓	✓	✓	✓
Voice calls	✓	✓	✓	✓
Videoconferencing (up to 48 people)	✓	✓	✓	✓
Mobile group video calls	✓	✓	✓	✓
Screen sharing	⊖ (up to 100 calls)	✓	✓	✓
Audio/video recording	⊖ (up to 100 calls)	✓	✓	✓
Background blur	⊖ (up to 100 calls)	✓	✓	✓
Image/video backgrounds	⊖ (up to 100 calls)	✓	✓	✓
Videoconference password	✓	✓	✓	✓
Encryption	✓	✓	✓	✓
Call duration	unlimited	unlimited	unlimited	unlimited
HD video	✓	✓	✓	✓
HD sound	✓	✓	✓	✓
Zoom integration	⊖	⊖	✓	✓
Remove "Bitrix24" branding (coming soon)	⊖	✓	✓	✓
Custom logo (coming soon)	⊖	⊖	✓	✓
Bitrix24.Documents				
View	⊖	✓	✓	✓
Collaborative editing	⊖	⊖	✓	✓
Bitrix24.Drive				
Online storage	5 GB	24 GB	100 GB	1,024 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	✓	✓	✓	✓

	Free	Basic	Standard	Professional
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	90 days	90 days
Version storage for files used in tasks, feed or calendars	unlimited	unlimited	unlimited	unlimited
Keep deleted files in the recycle bin	30 days	30 days	30 days	30 days
Video files conversion size limit	300 MB	1 GB	1 GB	1 GB
Document lock	–	–	✓	✓
Documents				
Online editing via GoogleDocs, MS Office Online	✓	✓	✓	✓
Local editing (MS Office, OpenOffice, LibreOffice)	✓	✓	✓	✓
Built-in file viewer	✓	✓	✓	✓
Calendar				
Event planner	–	–	✓	✓
Calendar sync	✓	✓	✓	✓
Event invitation by email (iCalendar)	–	✓	✓	✓
Meeting room	–	✓	✓	✓
Meeting room list	–	✓	✓	✓

	Free	Basic	Standard	Professional
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	✓	✓	✓	✓
Company knowledge base	1	3	5	unlimited
Project knowledge base	–	–	✓	✓
Knowledge base import	✓	✓	✓	✓
Knowledge base export	–	✓	✓	✓
Measure stress level	✓	✓	✓	✓
Workflow and business process automation				
Workflows in the Feed	–	–	✓	✓
Workflow designer	–	–	–	✓
Records management	–	–	–	✓
Number of RPA processes	1	1	5	unlimited
Extra				
Apply background to all	–	–	✓	✓
Apply menu to all	–	–	✓	✓
Virtual presence indicator (users online)	✓	✓	✓	✓

	Free	Basic	Standard	Professional
Bitrix24.Market				
Integrations				
Free integrations from Bitrix24.Market	—	2	5	10
Unlimited REST API	—	✓	✓	✓
Unlimited webhooks	—	✓	✓	✓
Unlimited local apps	—	✓	✓	✓
Administration				
Account administrators	1	1	5	unlimited
Change admin	—	✓	✓	✓
Two factor authorization (OTP)	✓	✓	✓	✓
Restrict access by IP address	—	✓	✓	✓
Restrict public file sharing	—	—	✓	✓
Use own logo	—	✓	✓	✓
Remove "24" logo	—	✓	✓	✓
Rename account	—	—	✓	✓
Backup restore	—	—	✓	✓
Free domain extension for email	—	✓	✓	✓
Restore OTP access	—	✓	✓	✓
Domain transfer for email	—	✓	✓	✓
Account transfer to another zone	—	✓	✓	✓
Custom account URL with own domain name	—	—	—	✓
Deletion protection (Bitrix24.Vacation subscription)	\$5/mo	✓	✓	✓

