

# Core Features

	Essentials	Pro	Scale	Enterprise
Labs for new and experimental features	✓	✓	✓	✓
Makers	Unlimited (pay per maker)	Unlimited (pay per maker)	Unlimited (pay per maker)	Unlimited (pay per maker)
Viewers	Unlimited	Unlimited	Unlimited	Unlimited
Contributors	Unlimited	Unlimited	Unlimited	Unlimited
<b>Roadmaps</b>				
Unlimited roadmap views for stakeholders with multiple column based & timeline roadmap options	✓	✓	✓	✓
<ul style="list-style-type: none"> <li>• features by status</li> <li>• features on timeline</li> <li>• releases on timeline</li> <li>• features by release</li> <li>• objectives on timeline</li> </ul>	✓	✓	✓	✓
Export your roadmap as a PNG or a PDF	✓	✓	✓	✓
Roadmap view-only	✓	✓	✓	✓
Effort and owner fields	✓	✓	✓	✓
Swimlanes	✓	✓	✓	✓
Dependencies to see blocked features (beta)			✓	✓
Plan and manage multi-product releases (multiple release groups)			✓	✓
<b>Insights</b>				
Shared inbox for customer feedback		✓	✓	✓
Collect feedback from native integrations like Zendesk or Slack or manually add your own feedback		✓	✓	✓
Create tags and filter insights to organize similar feedback		✓	✓	✓
Filter and search customer insights by company, user, tag (e.g. churn-alert or VIPs)		✓	✓	✓
Highlight & process important customer feedback to link to features and assign a product owner		✓	✓	✓
Ability to follow pieces of feedback through		✓	✓	✓
Automatically group related feedback for quicker prioritization with Insights Collections			✓	✓
Export features and feedback notes		✓	✓	✓
<b>Prioritization</b>				
Organize and comment on feature ideas, connected to insights	✓	✓	✓	✓
Read-only features board	✓	✓	✓	✓
Feature organization	✓	✓	✓	✓
Plan releases and track feature status, tasks, and updates	✓	✓	✓	✓

	Essentials	Pro	Scale	Enterprise
Connect strategic objectives to feature prioritization			✓	✓
Assign an owner to features		✓	✓	✓
Assign tasks for a feature		✓	✓	✓
Comments	✓	✓	✓	✓
Mentions	✓	✓	✓	✓
Sort & filter features by product, tag, company, users, segment, product-specific fields	✓	✓	✓	✓
<ul style="list-style-type: none"> <li>• user impact score</li> <li>• companies</li> <li>• users</li> <li>• releases</li> <li>• tags</li> <li>• dynamic customer segments</li> <li>• user email export</li> </ul>		✓	✓	✓
CSV to import features from a spreadsheet	✓	✓	✓	✓
Custom values for task fields	✓	✓	✓	✓
Prioritization score and drivers	single driver, single score	multiple drivers, multiple weighted scores	multiple drivers, multiple weighted scores	multiple drivers, multiple weighted scores
Custom fields to help your team prioritize and plan best		✓	✓	✓
Prioritize features by connecting customer feedback to features and discover importance by segments			✓	✓
Visualize feature prioritization with the interactive Prioritization matrix			✓	✓
Product-specific fields				✓

## Customer Feedback Portal

Share feature plans, collect customer feedback & source new ideas		✓	✓	✓
Update customers about feature requests		✓	✓	✓
Portal with portal card feedback and updates		✓	✓	✓
Portal custom branding (logo and colors)		✓	✓	✓
Portal embedding and single sign-on		✓	✓	✓
Portal on custom domain		✓	✓	✓
Multiple feedback portals for different products, segments, or internal teams			✓	✓
Portal without Productboard branding			✓	✓

## Integrations

	Essentials	Pro	Scale	Enterprise
<b>Customer Feedback integrations</b>				
Intercom		✓	✓	✓
Zendesk		✓	✓	✓
Slack		✓	✓	✓
Gainsight PX		✓	✓	✓

	Essentials	Pro	Scale	Enterprise
Email integration: forward customer emails into Productboard		✓	✓	✓
Chrome extension		✓	✓	✓
Notes API (API for Insights): import customer feedback from any source		✓	✓	✓
Multiple email integrations			✓	✓
<b>Development tools integrations</b>				
Trello	✓	✓	✓	✓
Pivotal tracker	✓	✓	✓	✓
GitHub	✓	✓	✓	✓
Jira importer for features	✓	✓	✓	✓
Jira and Azure DevOps cloud with one project	✓	✓	✓	✓
Jira and Azure DevOps multiple projects			✓	✓
Jira and Azure DevOps self-managed/on-premise				✓
<b>Other integrations</b>				
Zapier	✓	✓	✓	✓
Slack notifications	✓	✓	✓	✓
<b>Security &amp; Privacy</b>				
99% uptime	✓	✓	✓	✓
Assign member roles (admin, maker, contributor, viewer) by product, view access	✓	✓	✓	✓
Google Apps sign-in	✓	✓	✓	✓
Personal data export and deletion	✓	✓	✓	✓
Private views		✓	✓	✓
Assign Teams (groups of users) as followers of features, notes, objectives, releases and more			✓	✓
Assign specific Teams objectives and certain features board or roadmap views			✓	✓
Enforced Google Apps SSO			✓	✓
SAML SSO				✓
Custom permissions and user roles				✓
Data encryption at rest				✓
IP address whitelisting				✓
Audit log				✓
Multiple workspaces				✓
<b>Communications</b>				
Daily email summary for makers/followers with workspace updates (features created/updated, status changes, etc.)	✓	✓	✓	✓
In-app & email notifications for comments, mentions, ownership, feature changes and statuses	✓	✓	✓	✓

# Customer Success and Support

Essentials

Pro

Scale

Enterprise

## Onboarding

Onboarding Facilitation	Group	Group	1:1	1:1
Group Webinars	✓	✓	✓	✓
Onboarding Modules			Foundations + 1 module	Foundations + 3 modules
Product Strategy Modules				1 module
Add-on Packages	Roadmap bundle	Roadmap + Prioritization bundles	All bundles + Strategy modules	Strategy modules + Project Mgmt

## Success management

Customer Success Management		Coach	CSM	CSM
Progress Review			CSM led, Quarterly	CSM led, Monthly
Success Retrospective			Annual	Quarterly
Strategy Workshops				Annually
Exec leadership alignment				Annually
Reviews with Productboard PMs				Quarterly
Product enablement				4x Annually

# Support services

Standard

Premium

## Support plan

Included on	Essentials, Pro, Scale	Enterprise
Availability	12/5	24/5
Channels	Email/Chat	Email/Chat
Knowledge Base	✓	✓
Priority First Response Time		✓
Monthly Support Status Review		✓

## Community

Productleaders Slack, events, webinars	✓	✓
Access to feature releases	General access	Premium access