

Core Features

	Essentials	Pro	Scale	Enterprise
Access to new and experimental features enabled in Labs	✓	✓	✓	✓
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

Roadmaps

Unlimited roadmaps with many configurations available:	✓	✓	✓	✓
• Column-based roadmaps	✓	✓	✓	✓
• Timeline-based roadmaps	✓	✓	✓	✓
Export your roadmap as a PNG or a PDF	✓	✓	✓	✓
Visualize subfeatures on roadmaps	✓	✓	✓	✓
Time horizons for abstracting specific dates on timeline roadmaps	✓	✓	✓	✓
Customize what attributes appear on roadmap cards	✓	✓	✓	✓
Custom swimlanes	✓	✓	✓	✓
Visualize dependencies			✓	✓
Plan and manage multi-product releases (multiple release groups)			✓	✓

Insights

Central repository for customer feedback		✓	✓	✓
Integrate with feedback sources like Zendesk, Intercom, MS Teams, Slack, and Salesforce		✓	✓	✓
Filter/search customer feedback by attributes like company, user, tag, and segment		✓	✓	✓
Highlight insights in feedback and link them to related feature ideas to inform prioritization		✓	✓	✓
Export feedback notes		✓	✓	✓
Smart feature suggestions to accelerate the categorization of feedback			✓	✓
Personalize the Insights board: favorite views; follow users, companies, segments, and products			✓	✓
Smart topic detection: automatically identify common themes in collected feedback				✓
Insights trends: identify trending features, tags, topics, and customer segments in feedback				✓
Insights automations: create rules to automatically route and categorize customer feedback				✓

Core Features (continued)	Essentials	Pro	Scale	Enterprise
Prioritization				
Organize and comment on feature ideas, connected to insights	✓	✓	✓	✓
Read-only Features board	✓	✓	✓	✓
Organize features and subfeatures in flexible product hierarchy	✓	✓	✓	✓
Plan releases and track feature status, tasks, and updates	✓	✓	✓	✓
Connect strategic objectives to feature prioritization			✓	✓
Assign an owner to features		✓	✓	✓
Assign tasks for a feature		✓	✓	✓
Comments	✓	✓	✓	✓
Mentions	✓	✓	✓	✓
Sort & filter features by the different entities included in your plan <ul style="list-style-type: none">• user impact score		✓	✓	✓
<ul style="list-style-type: none">• companies		✓	✓	✓
<ul style="list-style-type: none">• users		✓	✓	✓
<ul style="list-style-type: none">• releases	✓	✓	✓	✓
<ul style="list-style-type: none">• tags		✓	✓	✓
<ul style="list-style-type: none">• dynamic customer segments			✓	✓
Export email addresses of all users who requested a feature		✓	✓	✓
CSV uploader 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 for features		✓	✓	✓
Prioritize features by connecting customer feedback to features and discover importance by segments			✓	✓
Visualize feature value vs. effort with the interactive prioritization matrix			✓	✓
Associate data fields for prioritization/planning with specific products				✓
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			✓	✓
Reporting				
Reports to measure product team effectiveness and track Productboard usage				✓

Integrations & APIs

	Essentials	Pro	Scale	Enterprise
Customer Feedback and Collaboration Integrations & APIs				
Intercom		✓	✓	✓
Zendesk		✓	✓	✓
Slack		✓	✓	✓
Microsoft Teams		✓	✓	✓
Gainsight PX		✓	✓	✓
Chrome extension, email integration: forward customer emails into Productboard		✓	✓	✓
Notes API (API for Insights): import customer feedback from any source		✓	✓	✓
Multiple email integrations			✓	✓
Product analytics integrations with Amplitude and Mixpanel				✓
Development tools integrations				
Jira and Azure DevOps self-managed/on-premise				✓
Trello	✓	✓	✓	✓
Pivotal tracker	✓	✓	✓	✓
GitHub	✓	✓	✓	✓
Jira importer for features	✓	✓	✓	✓
Jira and Azure DevOps cloud with one project	✓	✓	✓	✓
Jira and Azure DevOps multiple projects			✓	✓
Shortcut (formerly Clubhouse.io)		✓	✓	✓
Other integrations & APIs				
Slack notifications, Zapier	✓	✓	✓	✓
Features API: Connect Productboard to your tools & easily update customers & colleagues		✓	✓	✓
Salesforce integration				
Security & Privacy				
99% uptime	✓	✓	✓	✓
Google Apps sign-in	✓	✓	✓	✓
Personal data export and deletion	✓	✓	✓	✓
Private views		✓	✓	✓
Organize members into teams to assign objectives, access, and notifications			✓	✓
Enforced Google Apps SSO			✓	✓
SAML SSO				✓
Customize and restrict product access for different audiences				✓
Data encryption at rest				✓
IP address whitelisting				✓
Audit log				✓
Multiple workspaces				✓

	Essentials	Pro	Scale	Enterprise
Communications				
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

Access to Product Makers community, events, webinars	✓	✓
Access to feature releases	General access	Premium access