

Functionality/Module Comparison:

Brookstone *VirtualOffice*™ (BVO) & Microsoft Dynamics CRM v3.0

Functionality		Brookstone <i>VirtualOffice</i> ™ For - Microsoft Exchange - IBM Websphere on Linux with DB2 - IBM Lotus Domino / Notes	Microsoft CRM - Small Business Edition - Professional Edition
1	Contact Management	✓	✓
2	Event & Venue Management	✓	X
3	Bulk-Mail & Campaign Management	✓	✓
4	Documents & Activities Tracking & Management	✓	✓
5a	Simple HelpDesk "Trouble Ticket" System		✓
5b	Full CustomerCare / HelpDesk System	✓	→ BVO Integration Module for Microsoft CRM
6	Projects & Timesheets Management	✓	→ BVO Integration Module for Microsoft CRM
7	Policies & Procedures Management (ISO 9000 Compliant)	✓	→ BVO Integration Module for Microsoft CRM
8	HR Management - Corporate	✓	→ BVO Integration Module for Microsoft CRM
9	Financial Planner Applications Management	✓	→ BVO Integration Module for Microsoft CRM
10	Memberships Management	✓	→ BVO Integration Module for Microsoft CRM
11	<i>easy comm</i> ™ Mobile Office Access	✓	→ BVO Integration Module for Microsoft CRM
12	<i>easy comm</i> ™ Lead Capture Enhancement	✓	→ BVO Integration Module for Microsoft CRM
	<i>easy comm</i> ™ Unified Communications / Messaging		
13	IP Fax; Fax Server; Fax-to-Email; Text-Searchable PDFs	✓	→ BVO Integration Module for Microsoft CRM
14	IP Voice; Voice-to-Email	✓	→ BVO Integration Module for Microsoft CRM
15	Speech-Enablement of Timesheets	✓	→ BVO Integration Module for Microsoft CRM
16	Speech-Enablement of Other Functionalities	✓	→ BVO Integration Module for Microsoft CRM
17	IVR with Speech-Enabled Activation	✓	→ BVO Integration Module for Microsoft CRM