HubSpot

SERVICE HUB STARTER

Portal Features

Tickets
Conversations inbox (1)
Live chat
Team email
Contact management
Activity feed
Companies
Deals
Tasks
Inbox integration
Conversational bots
Reporting (standard)
HubSpot branding removed

Seat Features

Conversation routing
Canned snippets (1000)
Calling (500 minutes)
Meetings (1000)
Sequences (1000)
Email templates (1000)
Email tracking & notifications
Documents (1000)

SERVICE HUB PROFESSIONAL

Portal Features

Tickets
+ Conversations inbox (10)
Live chat
Team email
Contact management
Activity feed
Companies
Deals
Tasks
Inbox integration
Conversational bots
+ Reporting (1 custom dashboard)
HubSpot branding removed
+ Knowledge base
+ Customer feedback
+ Service workflows
+ Multiple ticket pipelines (15)
+ Custom reports (20)
+ Multi-currency (30)
+ Cross-object reporting
+ Teams (10)
+ Required fields
+ Calculated properties (5) `NEW`
+ Salesforce integration

Seat Features

Conversation routing
Canned snippets (1000)
+ Calling (1000 minutes)
Meetings (1000)
Sequences (1000)
Email templates (1000)
Email tracking & notifications
Documents (1000)
+ HubSpot video

SERVICE HUB ENTERPRISE

Portal Features

Tickets
+ Conversations inbox (10)
Live chat
Team email
Contact management
Activity feed
Companies
Deals
Tasks
Inbox integration
Conversational bots
+ Additional dashboards (25)
HubSpot branding removed
+ Knowledge base
+ Customer feedback
+ Service workflows
+ Multiple ticket pipelines (50)
+ Custom reports (500)
+ Multi-currency (200)
+ Cross-object reporting
+ Teams (200)
+ Required fields
+ Salesforce integration
+ Custom bots
+ Calculated properties (unlimited)
+ Slack integration
+ Heirarchical teams
+ Single sign-on

Seat Features

Conversation routing
Canned snippets (1000)
+ Calling (1500 minutes)
Meetings (1000)
Sequences (1000)
Email templates (1000)
Email tracking & notifications
Documents (1000)
+ HubSpot video
+ Playbooks
+ Call transcription
+ Advanced goals

+ indicates additional functionality as you upgrade from Service Hub Starter to Service Hub Professional/Enterprise
+ indicates additional functionality as you upgrade from Service Hub Professional to Service Hub Enterprise