

CRM Feature Comparison				
	SugarCRM	Zoho	Salesforce	MS Dynamics
Fetch Customers and search by Caller ID	✓	✓	✓	✓
Create a Call log	✓	✓	✓	✓
Create a Call log when call starts (v5)	✗	✗	✓	✗
Upload Call Recordings	✓	✓	✓	✓
Open the Customer Detail Page if a customer is found (Call popup)	✓	✓	✓	✓
Open the “Create New Lead” page if a customer isn’t found	✓	✓	✓	✓
Option to enter a default URL to open on queues	✓	✓	✓	✓
Fill a Phone Number with a Caller ID when opening a page in situation above	✗	✗	✓	✗
Direct Contact Dial (gloCOM)	✓	✓	✓	✓
Click-to-Dial (browser)	✓		<i>Classic only</i>	✗

CRM Feature Comparison					
	Zendesk	Bullhorn	Vtiger	Pipedrive	SuiteCRM
Fetch Customers and search by Caller ID	✓	✓	✓	✓	✓
Create a Call log	✓	✓	✓	✓	✓
Create a Call log when call starts (v5)	✗	✗	✗	✗	✗
Upload Call Recordings	✓	✓	✓	✓	✓
Open the Customer Detail Page if a customer is found (Call popup)	✓	✓	✓	✓	✓
Open the “Create New Lead” page if a customer isn’t found	✓	✓	✓	✗	✓
Option to enter a default URL to open on queues	✓	✓	✓	✓	✓
Fill a Phone Number with a Caller ID when opening a page in situation above	✗	✓	✓	✗	✓
Direct Contact Dial (gloCOM)	✓	✓	✓	✓	✓
Click-to-Dial (browser)	✗	✗	✓	✓	✓