Salesforce Chatter

Business is going social. Companies big and small are connecting with customers in a whole new way through social networks. And now, you can bring the power of social networks inside your company to connect with your coworkers with Salesforce Chatter—a private and secure social network just for your business.

With Chatter you'll stay on top of everything that's going on at your company. Use profiles to get to know your colleagues and share important information. Create public or private groups to work more productively in teams and on projects. Share large files instantly and securely right from your browser so everyone can collaborate on the latest version.

Everything that matters—like the status of big deals or changes to customer information—comes right to you in your Chatter feed. Make better business decisions with the help of recommendations that suggest people, groups, and data to follow. Invitations let you invite coworkers who are not currently using Salesforce to collaborate on projects, files, and more.

> "We're much more aligned as a team on Chatter."
>
> Carl Herman
> Director of Operations
> University of Houston

Chatter features and capabilities are built right into every salesforce.com application, and with the Chatter collaboration platform, those same capabilities will be available for any application built and run on the Force.com platform. Chatter Desktop lets you post updates, comments, files, and links without using a browser. Plus, you can take Chatter wherever you go with Chatter Mobile apps for Android, BlackBerry, iPad, and iPhone.

Chatter Editions

- **Chatter Free** – Social collaboration for everyone in your company. Non-Salesforce users can complete their profiles, post status updates, follow coworkers, create groups, share files, and collaborate with their colleagues in a private and secure environment. Stay connected anywhere with Chatter Mobile and Chatter Desktop.

- **Chatter Plus** – Basic collaboration with added customization and CRM features. Chatter Plus offers all the basic features of Chatter Free, plus features that let you collaborate with CRM users like access to accounts, contacts, reports, dashboards, custom objects, and more. Chatter Plus follows the same security and sharing model as CRM licenses, so your data is always private and secure.

> "I posted a question and someone answered it instantly on Chatter."
>
> Scott Ottman
> Executive Director, Inside Sales
> Lenovo

- **Chatter in the Sales Cloud, Service Cloud, & Force.com** – The best way to collaborate at work. If you use Salesforce, Chatter is automatically included in the licenses you already have at no extra cost. In addition to collaborating on files and receiving updates from your colleagues, you can follow accounts, opportunities, or even custom objects so the updates that matter most are all in one spot. And because Chatter is integrated into Salesforce analytics, you can post dashboard snapshots to Chatter or get instant updates when your data changes.

Chatter Edition Comparison

Feature	Chatter Free	Chatter Plus	Chatter in the Sales Cloud, Service Cloud, & Force.com
Chatter tab	✔	✔	✔
Chatter desktop client	✔	✔	✔
Chatter mobile application	✔	✔	✔
Feeds	✔	✔	✔
File sharing	✔	✔	✔
Groups	✔	✔	✔
Invitations	✔	✔	✔
Profiles	✔	✔	✔
Recommendations	✔	✔	✔
Status updates	✔	✔	✔
Accounts & contacts*		read only	✔
Calendar & events		✔	✔
Content library		✔	✔
Ideas & answers		✔	✔
Reports & dashboards*		✔	✔
Tasks & activities		✔	✔
Workflow & approval submission		✔	✔
Custom apps*	0	1	Varies by edition
Custom objects*	0	10	Varies by edition
Data storage (1GB shared by org)**	1GB shared by org	+20MB	Varies by edition
File storage (11GB shared by org)**	11GB shared by org	+612MB	Varies by edition

✔ = Included in base user license

 * = For Sales Cloud or Service Cloud customers with Professional Edition, new Chatter users will not have access to accounts, contacts, and custom objects unless they have the profiles and page layouts add-on product previously enabled.

** = All editions have a minimum of 1GB of data and 11GB of file storage shared by all users. Additional data storage is available on a per-user basis for Chatter Plus, Sales Cloud, Service Cloud, and Force.com editions, depending on the number of users.