

Aircall License Feature Comparison

Detailed pricing	Essentials	Professional
Minimum number of users	3	3
Max number of teams	3	Unlimited
Data recording	1 year	Unlimited
Initial setup	Essentials	Professional
Softphone for desktop, Android, iOS	✓	✓
Computer Telephony Integration (CTI)	✓	✓
Custom music and messages	✓	✓
Business hours	✓	✓
Call queuing	✓	✓
IVR (Vocal server)	✓	✓
Queue callback	-	✓
Collaboration	Essentials	Professional
Ring groups	✓	✓

Flexible call distribution rules	✓	✓
Shared call inbox	✓	✓
Assign & comment on calls	✓	✓
Shared contacts	✓	✓
Extensions	✓	✓
Call recording	✓	✓
Custom filters	✓	✓
Email reporting	✓	✓
Tags	✓	✓
Conference call	✓	✓
Call monitoring	-	✓
Call whispering	-	✓
Mandatory tagging	-	✓
Analytics	Essentials	Professional
Basic analytics	✓	✓
Live feed	-	✓
Advanced analytics	-	✓
Unlimited analytics history	-	✓
Custom analytics	-	-

Productivity	Essentials	Professional
Forward-to-mobile	✓	✓
Voicemail by email	✓	✓
Hold with music	✓	✓
Working hours per user	✓	✓
Desktop notifications	✓	✓
Click-to-dial	✓	✓
Blocklist numbers	✓	✓
Warm transfers	✓	✓
After-call work	✓	✓
Parallel calls	✓	✓
Pause-resume recording	✓	✓
Ring on speakers	✓	✓
PowerDialer	-	✓
Apps & Integrations	Essentials	Professional
APIs & Webhooks	✓	✓
Zendesk integration	✓	✓
Hubspot integration	✓	✓
Pipedrive integration	✓	✓
Intercom integration	✓	✓

Slack integration	✓	✓
Zoho integration	✓	✓
Salesforce Service Cloud integration	-	✓
Salesforce Sales Cloud integration	-	✓
Access to API developer support	-	-
95+ business tool apps and integrations	✓	✓

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