

	Free	Standard	Premium	Enterprise
User limit	3 agents	5,000 agents	5,000 agents	5,000 agents
Customer limit	Unlimited	Unlimited	Unlimited	Unlimited
Support	Community only	9-5 support	24/7 Premium support	24/7 Premium support
<b>Features</b>				
Service request management	✓	✓	✓	✓
Incident management	✓	✓	✓	✓
Change management	✓	✓	✓	✓
Problem management	✓	✓	✓	✓
Asset management	✓	✓	✓	✓
Configurable workflows	✓	✓	✓	✓
Self-service portal	✓	✓	✓	✓
Knowledge base*	✓	✓	✓	✓
Queues	✓	✓	✓	✓
Email and embeddable widget support	✓	✓	✓	✓
SLA management	✓	✓	✓	✓
Reporting & analytics	✓	✓	✓	✓
Automation	✓	✓	✓	✓
Global and multi-project automation	100 executions per month	100 executions per month	100 executions per month	100 executions per month
Multi-language support	✓	✓	✓	✓
App and integrations	✓	✓	✓	✓

	Free	Standard	Premium	Enterprise
Security & Controls				
Atlassian Access (SSO, SCIM, Active Directory Sync)	Requires Access subscription	Requires Access subscription	Requires Access subscription	Included
Password policies				
Domain verification & account capture	✓	✓	✓	✓
Session duration management (desktop)	✓	✓	✓	✓
Encryption in transit & at rest	✓	✓	✓	✓
Business continuity & disaster recovery	✓	✓	✓	✓
Audit logs		✓	✓	✓
Anonymous access		✓	✓	✓
Admin insights			✓	✓
IP allowlisting			✓	✓
Sandbox coming soon			✓	✓
Release tracks coming soon			✓	✓
Data residency				✓
Storage, Support & Invoicing				
Storage	2 GB file storage	250 GB file storage	Unlimited storage	Unlimited storage
Support	Community Support	Local Business Hours	24/7 Premium Support	24/7 Premium Support
Uptime SLA			99.9%	99.95%
Customer Success Manager				Dedicated team of support managers

	Free	Standard	Premium	Enterprise
Storage, Support & Invoicing				
Storage	2 GB file storage	250 GB file storage	Unlimited storage	Unlimited storage
Support	Community Support	Local Business Hours	24/7 Premium Support	24/7 Premium Support
Uptime SLA			99.9%	99.95%
Customer Success Manager				Dedicated team of support managers
Technical Account Manager				2021 exclusive promotion: 6-month free TAM services for NEW TAM customers with 500+ agents (no discount or credit to existing TAM customers)
Org-Level Billing				✓



## Cloud is the future

Need help evaluating your options?  
Contact your local Atlassian Solution Partner  
for a custom consultation.

