

# Microsoft Dynamics 365 & Power Apps

## Quick Reference Licensing Comparison

Updated on: 09/11/2022

Selected Entitlements and Create / Edit / Delete Capabilities	Dynamics 365 Team Member	Dynamics 365 Sales Professional	Dynamics 365 Sales Enterprise	Dynamics 365 Customer Service Enterprise	Dynamics 365 Customer Service Professional	Dynamics 365 Field Service	Power Apps Per App Plan	Power Apps Per User (Unlimited) App Plan	
Read any data stored in the Common Data Service									
Contacts									
Accounts									
Activities									
Timeline and Notes									
Access via mobile and tablet Apps									
Use Dashboards and Charts		Max 5 per entity			Max 5 per entity				
App for Outlook									
Create Personal Forms and Views		Max 2 per entity			Max 2 per entity				
Define and customise Business Processes		Max 5 per entity			Max 5 per entity				
Custom Entities	15 Maximum	15 Maximum			15 Maximum				
Embedded Intelligence									
Access Custom Apps	Team Member Apps Only								
Run Power Apps		Within context of the same Dynamics 365 environment				Within context of the same D365 environment	Run up to 2 custom apps		
Create and publish Knowledge Articles									
Configure Teams and Business Units									
Define and configure Queues					15 Maximum		Requires Dynamics 365 licence		
D365 Customer Voice (up to 2k responses per month)									
Dynamics 365 Sales Hub									
Lead Management				Create only	Create only	Create only	Limited		
Opportunities							Limited		
Products							Limited		
Price Lists							Limited		
Quotes and Orders							Limited		
Invoices							Limited		
Marketing Lists							Limited		
Territories							Limited		
Dynamics 365 Customer Service Hub									
Cases		Create only	Create only				Limited Cases for individual user only		
Entitlements									
Service Level Agreements									
Work Hours							Limited		
Resource Schedule Management									
Work Order Management									
Schedule, Despatch & Routing capabilities									
Configure and view Schedule Board									
Default cloud storage capacity per tenant		10 GB						1 GB	10 GB
Accrue additional cloud storage per user			250MB Database capacity + 2GB File Capacity	250MB Database capacity + 2GB File Capacity		250MB Database capacity + 2GB File Capacity	50MB Database capacity + 400MB File Capacity	250MB Database capacity + 2GB File Capacity	
API Request capacity per user / per 24 hours	6,000 requests	40,000 requests	40,000 requests	40,000 requests	40,000 requests	40,000 requests	6,000 requests	40,000 requests	