Symphony Features

PRODUCTIVITY

Feature	Starter	Business	Enterprise
Easily start 1 to 1 IM, multi-party IM, or chat room conversations	✓	✓	✓
Use rich text editing to format text and send files (maximum size—20MB)	✓	✓	✓
Know when others are available with clear presence status	✓	✓	✓
Send messages to offline contacts (they will receive it later)	✓	✓	✓

SOCIAL

Feature	Starter	Business	Enterprise
Social features such as followers and following, writing, liking, and sharing wall posts	✓	✓	✓
Social signals to easily track updates from contacts, #hashtags, and $cashtags	✓	✓	✓
Search for people, rooms, posts, and messages with advanced filters	✓	✓	✓
Inbox view to show all incoming messages as a single social feed	✓	✓	✓

SETTINGS AND ALERTS

Feature	Starter	Business	Enterprise
Personalized layout grid with drag and drop chats, pin modules, and pop-out windows	✓	✓	✓
Custom look and feel including themes, colors, sounds, and contact nicknames	✓	✓	✓
Granular alerts for IMs, chat rooms, posts, @mentions, and Signals	✓	✓	✓
Control who you get notifications from by whitelisting specific contacts	✓	✓	✓

PRIVACY AND CONTROL

Feature	Starter	Business	Enterprise
Create public or private chat rooms with customizable privacy and member settings	✓	✓	✓
Access complete chat history including timestamps and read status for all messages	✓	✓	✓
Easily track all files, images, and media shared in a conversation	✓	✓	✓

REAL-TIME COLLABORATION

Feature	Starter	Business	Enterprise
Screen share from IM or chat room (beta)		✓	✓
Start audio and video conferencing from IM or chat room (beta)		✓	✓

COMMUNITY

Feature	Starter	Business	Enterprise
Global directory to discover people within and across companies	✓	✓	✓
Verified corporate contact status		✓	✓
Automatically sync your company directory into Symphony		✓	✓

AVAILABILITY

Feature	Starter	Business	Enterprise
Web client	✓	✓	✓
Mobile client (iOS + Android)	✓	✓	✓
Desktop client (Windows + Mac)		✓	✓

PLATFORM

Feature	Starter	Business	Enterprise
Leverage applications and bots and in the Symphony Market	✓	✓	✓
Build bots and applications using our REST API and Extension API		✓	✓
Powerful Integrations with Salesforce, JIRA, GitHub, Zapier, Universal Webhook		✓	✓
Custom Structured Objects within messages		✓	✓
Embedded Chat Module to integrate in other applications		✓	✓

SECURITY

Feature	Starter	Business	Enterprise
Basic encryption of data on the wire using HTTPS and encryption of stored data using service-provider owned keys	✓	✓	✓
Advanced end-to-end encryption with no service-provider or vendor access to decrypted customer data	✓	✓	✓
Standard ID authentication with username and password	✓	✓	✓
Advanced ID authentication with two-factor authentication		✓	✓
Enterprise ID authentication via SSO and existing corporate credentials system		✓	✓
Customer-owned encryption key management and generation		✓	✓
Optional connectivity over private direct connect dedicated lines		✓	✓

ADMINISTRATION AND COMPLIANCE

Feature	Starter	Business	Enterprise
Administer user accounts via Web interface UI or APIs		✓	✓
Export comprehensive content periodically or ad-hoc (XML and EML)		✓	✓
Govern users' access and exposure (e.g. what file types can be shared, visibility of directory listing, entitlements per application, etc)		✓	✓
Monitor real-time usage patterns and metrics		✓	✓
Filter or block keywords, set up communication barriers, or integrate rules with an external policy engine		✓	✓
Access customer-owned key systems with a secure two-factor authentication using PEDs (Pin Entry Device)		✓	✓

SUPPORT AND TRAINING

Feature	Starter	Business	Enterprise
Symphony uses tier-1 cloud service providers committed to high availability, confidentiality and global reach	✓	✓	✓
Online self-serve Symphony Support Center	✓	✓	✓
24/5 email support		✓	✓
24/7 email and phone support			✓

SYMPHONY