User License Comparison

Legend:
- ● = Create, Read, Update, Delete
- ■ = Create, Read, Update (blue)
- ◇ = Create, Read
- ▤ = Read Only (orange)
- $ = Available as add-on
- ✓ = Included
- ✓(#) = Limited # Included

User Name — Product (Managed Packages see last page)	Sales PE	Sales EE	Sales UE	Service PE	Service EE	Service UE	CRM[15] PE	CRM[15] EE	CRM[15] UE	EmpApps & Community EE	EmpApps & Community UE	Force100[1] EE	Force100[1] UE	Cust Comm EE	Cust Comm UE	Cust Comm Plus[5] EE	Cust Comm Plus[5] UE	Partner Comm[6] EE	Partner Comm[6] UE	Ext Identity EE	Ext Identity UE
Object Access																					
Accounts	●	●	●	●	●	●	●	●	●	●	●	●	●	▤	▤	■	■	■	■		
Activities, Tasks	●	●	●	●	●	●	●	●	●	●	●	●	●	◇	◇	◇	◇	◇	◇		
Assets	●	●	●	●	●	●	●	●	●	■	■			■	■	■	■	■	■		
Calendar, Events	●	●	●	●	●	●	●	●	●			●	●					■	■		
Campaigns[8]	●	●	●	●	●	●	●	●	●									■	■		
Cases[13]	●	●	●	●	●	●	●	●	●					■	■	■	■	■	■		
Employee Cases[7]	●	●	●	●	●	●	●	●	●	●	●										
Contacts	●	●	●	●	●	●	●	●	●	●	●	●	●	■	■	■	■	■	■		
Content	●	●	●	●	●	●	●	●	●	●	●	●	●			▤	▤	●	●		
Documents	●	●	●	●	●	●	●	●	●	●	●	●	●	▤	▤	▤	▤	▤	▤		
Entitlements				●	●	●								■	■	■	■	■	■		
Ideas	●	●	●	●	●	●	●	●	●	◇	◇	◇	◇	▤	▤	▤	▤	▤	▤		
Knowledge		▤	▤		▤	●		▤	●	▤	▤	▤	▤	▤	▤	▤	▤	▤	▤		
Leads	●	●	●	●	●	●	●	●	●									■	■		
Opportunities	●	●	●	●	●	●	●	●	●									■	■		
Orders	●	●	●	●	●	●	●	●	●					●	●	●	●	●	●		
Products & Price Books	●	●	●	●	●		●	●	●					▤	▤	▤	▤	▤	▤		
Quotes[12]	●	●	●				●	●	●									■	■		
Sales Contracts[12]	●	●	●				●	●	●					●	●	●	●	●	●		
Service Contracts				●	●	●	●	●	●							■	■	■	■		
Solutions	●	●	●	●	●	●	●	●	●					▤	▤	▤	▤	▤	▤		
Work Orders					●	●		●	●	●	●			■	■	■	■	■	■		
User Features																					
Console[12]	✓(1)	✓	✓	✓(1)	✓	✓	✓(1)	✓	✓												
Engage	$	$	$				$	$	$												
Knowledge		$	$		$	✓		$	✓	$	$	$	$								
Live Agent					$	✓		$	✓												
Marketing	✓	✓	✓	✓	✓	✓	✓	✓	✓												
Offline	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓								
Omnichannel	✓	✓	✓	✓	✓	✓	✓	✓	✓												
Processes (Process Builder)[12]	✓(5)	✓	✓	✓(5)	✓	✓	✓(5)	✓	✓	✓	✓	✓	✓								
Social Starter	✓	✓	✓	✓	✓	✓	✓	✓	✓												
SOS					$	$		$	$												
Steelbrick CPQ	$	$	$				$	$	$												
Workflow, Visual Workflow, & Approvals[3]		✓	✓		✓	✓		✓	✓	✓	✓	✓	✓			✓	✓	✓	✓		
User Permissions Highlights																					
Account Teams		✓	✓		✓	✓		✓	✓	✓	✓	✓	✓								
Advanced Sharing		✓	✓		✓	✓		✓	✓			✓	✓			✓	✓	✓	✓		
Case Teams		✓	✓		✓	✓		✓	✓												
Chatter	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Create Processes	✓	✓	✓	✓	✓	✓	✓	✓	✓												
Create Workflow & Approval Processes[14]		✓	✓		✓	✓		✓	✓												
Custom Profiles and Permission Sets	✓(2)	✓	✓	✓(2)	✓	✓	✓(2)	✓	✓												
Customizable Forecasting	✓	✓	✓	✓	✓	✓	✓	✓	✓												
Customize Reports	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓			✓	✓	✓	✓		
Customize Dashboards	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓								
Data.com Clean	$	$	$	$	$	$	$	$	$												
Data.com Prospector	$	$	$	$	$	$	$	$	$												
Identity		✓	✓		✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Identity Connect		$	$		$	$		$	$	$	$	$	$	$	$	$	$	$	$	$	$
Manage Users and Profiles[10]	✓	✓	✓	✓	✓	✓	✓	✓	✓												
Opportunity Splits[12]		✓	✓					✓	✓												
Opportunity Teams		✓	✓		✓	✓		✓	✓									✓	✓		
Profiles and Page Layouts	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Record Types[12]	✓(3)	✓	✓	✓(3)	✓	✓	✓(3)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Send Email	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓					✓	✓		
Territory Management[12]		✓	✓					✓	✓												
Write Apex Code		✓	✓		✓	✓		✓	✓												
Custom Apps Limit	UNL	UNL	UNL	UNL	UNL	UNL	UNL	UNL	UNL	UNL	UNL	UNL	UNL	0	0	0	0	0	0	0	0
Custom Tabs Limit	UNL	UNL	UNL	UNL	UNL	UNL	UNL	UNL	UNL	UNL	UNL	UNL	UNL	0	0	0	0	0	0	0	0
Custom Objects Limit[2]	50	100	200	50	100	200	50	200	2000	10	10	100	100	10	10	10	10	10	10	2	2
Additional Org Limits Added per User																					
Data Storage (MB)	20	20	120	20	20	120	20	20	120	20	20	20	120	0	0	2	2	5	5	*[11]	*[11]
File Storage (MB)	612	2GB	2GB	612	2GB	2GB	612	2GB	2GB	2GB	2GB	2GB	2GB	0	0	0	0	0	0	0	0
API Calls/Day[4]	0[4]	1000	5000	0[4]	1000	5000	0[4]	1000	5000	200	200	1000	5000	0	0	200[9]	200[9]	200[9]	200[9]	*[11]	*[11]

Legend:
- ● Create, Read, Update, Delete
- ■ Create, Read, Update
- ◇ Create, Read
- ▤ Read Only
- $ Available as add-on
- ✓ Included
- ✓(#) Limited # Included

SUBJECT TO CHANGE WITHOUT NOTICE. REFER TO USER GUIDE FOR LATEST INFORMATION.

1 Force 100 Admins are provisioned Salesforce user license (with System Admin Profile). Contractual restriction prohibits Read, Create, Edit, or Delete on: Leads, Opportunities, Products, Cases, Solutions or Campaigns.
2 Contractually restricted limit for EE and UE Sales and Service, Employee Apps and Community, Force 100, and External Communities.
3 All Users in an EE+ Org can utlize and be a part of workflows and approvals.
4 API must first be enabled on Professional Edition.
5 Data Storage Limits for Customer Community Plus differs based Member or Login Basis. Members receive 2 MB per member, and Logins receive 1 MB per monthly login.
6 Data Storage Limits for Partner Community Plus differs based Member or Login Basis. Members receive 5 MB per member, and Logins receive 1 MB per monthly login.
7 Employee Cases are for internal users and are not to be used for customers cases.
8 Requires "Marketing User" permission, which is currently being auto-provisioned. See User Guide for more details.
9 For members, the API Calls/Day limit is 200, for Logins, the limit is 10.
10 CC+ and PC can enable community managers [could be non-CRM], which are able to add user, but not manage profiles.
11 External Identity is issued in blocks and comes with data storage and APIs. As the blocks differ in size, the per-user limit varies.
12 Contractually restricted limit for PE Sales and Service for Console, Processes, and Record Type. Contractually restricted limit for Service for Quotes and Sales Contract Objects. Contractually restricted limit for EE and UE Service for Opportunity Splits and Territory Management.
13 Customer Community members/logins may only create cases for themsleves, not for another person.
14 Force 100 Admins are also able to create Workflows and Approval Processes.
15 Sales Cloud Lightning CRM and Service Cloud Lightning CRM have the same functionality and add on options as Lightning CRM.

Updated: June 14, 2016

User License Comparison

Managed Package Functionality

Financial Services Cloud functionality is delivered via managed package on top of Sales Cloud Lightning (Lightning Interface)

Financial Services Cloud Functionality	EEC	EE	UE	PXE
B2C Client Data Model	✓	✓	✓	
Client & Household Profiles	✓	✓	✓	
Advisor Homepage	✓	✓	✓	
Financial Goals	✓	✓	✓	
Wallet Share Calculations	✓	✓	✓	
Household & Relationship Groups	✓	✓	✓	
Client & Household List Segmentation	✓	✓	✓	
Life Events & Proactive Reach Outs	✓	✓	✓	
Wealth Reports	✓	✓	✓	
Wealth Dashboards	✓	✓	✓	
Financial Acounts	✓	✓	✓	

Health Cloud is delivered via managed package on top of Service Cloud Lightning (Classic Interface)

Health Cloud Functionality	EEC	EE	UE	PXE
Clinical data model		✓	✓	✓
Care plan Customization & Management		✓	✓	✓
Timeline view		✓	✓	✓
Today Page		✓	✓	✓
Care team visualization		✓	✓	✓
Care team collaboration		✓	✓	✓
Configurable patient creation flow		✓	✓	✓
Patient profile		✓	✓	✓
EHR integration (via partners)		✓	✓	✓
Population analytics		✓	✓	✓
Patient Lists		✓	✓	✓

Field Service is delivered via managed package on top of Service Cloud Lightning (Classic Interface)

Field Service Technician Functionality	Dispatcher			Field Technician		
	EE	UE	PXE	EE	UE	PXE
Appointment Booking (Managed Package)[1]	✓	✓	✓	✓	✓	✓
Scheduling (Managed Package)	✓	✓	✓	✓	✓	✓
Ability to be Scheduled				✓	✓	✓
Dispatcher Console (Managed Package)	✓	✓	✓			

1 The purchase of at least one Field Service Dispatcher or Technician provides Appointment Booking to all Service CRM users

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