

Salesforce Communities Licenses for ISVs Cheat Sheet



External User Licenses Note: Licenses marked as * are available today for OEM re-sell

Lightning External Apps Starter*

- ❑ Best for custom use-cases like Brand Management
- ❑ No standard object access
- ❑ Extra platform capacity in terms of API calls, Data Storage and File Storage
- ❑ Scale: 10 Million Users

Customer Community*

- ❑ Best for customer service and self service portal use-cases
- ❑ Standard object access for Cases, Knowledge, Events, Work Orders, etc.
- ❑ Sharing Set is the only available sharing model
- ❑ Scale: 10 Million Users

Customer Community Plus*

- ❑ Best for customer service and self service portal use-cases
- ❑ Same features as customer community + Reports/Dashboards, Analytics, Storage, and API
- ❑ Supports sharing sets, roles, sharing rules and all other sharing models
- ❑ Scale: 2 Millions Users

Partner Community

- ❑ Best for Partner Relationship Management use-case for partners, re-sellers, and contractors
- ❑ Same features as customer community plus + Leads, Opportunities, Quotes, and Campaigns access
- ❑ Scale: 2 Millions Users

Lightning External Apps Plus

- ❑ Best for custom use-cases like Brand Management
- ❑ Same features as partner community + extra capacity in API calls, Data Storage and File Storage
- ❑ Scale: 2 Million Users

Resources

- ❑ [Salesforce Communities Overview](#)
- ❑ [Setup and Manage Salesforce Communities](#)
- ❑ [Community Cloud General Pricing](#)
- ❑ [Partner Community Chatter Group](#)
- ❑ [AppExchange & ISV Technical Enablement Chatter Group](#)

Internal User Licenses

Lightning Platform Starter

- ❑ Best for employee community users for use-cases like Concierge and HR
- ❑ Users have internal Salesforce login access
- ❑ Access to objects like Accounts, Contacts, Cases, Reports, Dashboards, etc.

Lightning Platform Starter Plus

- ❑ Same features as Lightning Platform Starter + More API calls

Member vs Login Licenses Model

Member Licenses

- ❑ License for a member of a community who logs in very frequently
- ❑ Both external and internal user community licenses support member-based model
- ❑ Usually priced more than their corresponding login based licenses
- ❑ 1 member license corresponds to 1 user in an org

Login Licenses

- ❑ License for a users of a community who logs less frequently (generally around ≤ 3 times)
- ❑ ONLY external user community licenses support login-based model
- ❑ Usually priced less than their corresponding member based licenses
- ❑ 1 login license corresponds to 20 logins in an org

Special ISV considerations

Channel Order App (COA)

- ❑ For a community licenses, you will have pricing catalogs depending on your contract
- ❑ Member-bases licenses are priced per user per month. Put an order for total amount of community members you need
- ❑ Login-based licenses are priced per login per month. Put an order for the amount of logins you want to provide per month

License Management App (LMA)

- ❑ The LMA assignment for community member licenses is same as for any other license
- ❑ For login license, the number of seats are the number of logins you want to provide