

Salesforce Communities Licenses for ISVs Cheat Sheet



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

Lightning External Apps Starter*

- ❑ Build custom digital experiences to engage any external stakeholder
- ❑ Limited standard CRM object access
- ❑ Extra platform capacity in terms of API calls, Data Storage and File Storage
- ❑ Scale: 10 Million Users

Customer Community*

- ❑ Business-to-consumer experiences with large numbers of external users
- ❑ Standard object access for Cases, Knowledge, Events, Work Orders, etc.**
- ❑ Sharing Sets is the only available sharing model
- ❑ Scale: 10 Million Users

Customer Community Plus*

- ❑ Business-to-consumer experiences for external users
- ❑ 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

- ❑ Business-to-business communities that provide partner relationship management
- ❑ Same features as Customer Community Plus + Leads, Opportunities, Campaigns, and Quotes access
- ❑ Scale: 2 Millions Users

Lightning External Apps Plus

- ❑ Build custom digital experiences to engage any external stakeholder
- ❑ 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](#)
- ❑ [Trailheads](#)
- ❑ [Community Cloud General Pricing](#)
- ❑ [Partner Community Chatter Group](#)
- ❑ [AppExchange & ISV Technical Enablement Chatter Group](#)

Internal User Licenses

Lightning Platform Starter

- ❑ Best engaging employee communities and concierge sites for your employees
- ❑ 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
- ❑ 1 member license corresponds to 1 user in an org

Login Licenses

- ❑ License for a users who log in 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 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 member users 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 number of licensed seats will correspond to the number of users for a member license
- ❑ The number of licensed seats will correspond to the number of logins for a login license

Note: ** OEM Licenses have contractual restrictions on Leads, Opportunities, Cases, Solutions, and Campaigns