User License Comparison

User Name					s	alesford	e					Sa	alesforce	e Platfo	m	Exte Iden	ntity			с	ustomer	and Pa	rtner Co				
Product	Lightning Sales Cloud Health Cloud		oud	Lightning Service Cloud Health Cloud, Field Service				Lightning CRM ¹² Field Service +,			Platform Plat		Plat	Platform Custo		dentity for Lightni stomers & External		al Apps External Apps		al Apps				omer nity Plus 2B	Partner Community		
Add On Products (See last page)		Health	Cloud			alth Cloud	Field Ser	vice	Finan	cial Ser		Star	ter14		S ^{1,14}	Partr	ners ⁸	Sta	rter	Pi	lus		,	Comm		50.11	
Editions	ES	PE	EE	UE	ES	PE	EE	UE	PE	EE	UE	EE	UE	EE	UE	EE	UE	Login	Membe	Login	Member	Login	Membe	Login	Member	Login	Men
Object Access																											
Accounts	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•		-	•	•		-		
Activities, Tasks ¹³	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•			-	-	\	\Q	-	-	\Q	\Q	\Q	•
Assets		•	•	•		•	•	•	•	•	•	•	•	•	•										-		- 1
Calendar, Events	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•					•	•			•	•	•	
Campaigns ⁶		•	•	•		•	•	•	•	•	•																
Cases ¹⁰	•	•	•	•	•	•	•	•	•	•	•																
Employee Cases ⁵	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•												
Contacts	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•												
Content	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•					•	•			•	•	•	
Documents	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	-		-				-					
Entitlements																											
Knowledge		-	-	-	•	-	-		-		•	-	-		-			-		•	•	•	•	•	•	•	
Leads	•	•	•	•	•	•	•	•	•	•	•																
Opportunities	•	•	•	•	•	•	•	•	•	•	•																
Orders		•	•	•		•	•	•	•	•	•							•	•	•	•	•	•	•	•	•	
Products & Price Books		•	•	•		•	•	•	•	•	•							-				-					
Quotes ⁹									•	•	•										-						
Sales Contracts ⁹									•	•	•							•	•	•	•	•	•	•	•	•	
Service Contracts						•	•	•	•	•	•																
Solutions	•		•	•	•																	_					
Work Orders						•		•																			
Employee Work Orders ⁵							•	•		ō		•	•	•	•						-						
User Features								_																			
	√ (1)	√ (1)	/	V	√ (1)	√ (1)	·	V	√ (1)	/	·	\$	\$	✓	✓												
Console ⁹	V (1)		s		V(1)								Ψ		-					-							
Engage 15.17		\$	S	\$	-	\$	\$	\$	\$	\$	\$	-	•		•					-						_	
Einstein Analytics ^{15,17}	-	_	-	\$	_	_	\$	\$	_	\$	\$	\$	\$	\$	\$					-				-	-	-	
Create Knowledge Articles	✓	\$	\$	\$	✓	\$	\$		\$	\$	V	\$	\$	\$	\$					-				_			
Live Agent					_	\$	\$	✓	\$	\$	V	-								-							
Marketing (Manage Campaigns)		V	·	V	_	·	·	√	V	√	V									-							
Offline		~	✓	√		✓	·	√	✓	√	✓	✓	✓	✓	✓												
Omnichannel						✓	✓	✓	√	✓	✓																
Processes (Process Builder) ⁹		√(5)	· ·	✓		√(5)	✓	√	√(5)	✓	✓	✓	✓	✓	✓												
Social Starter	✓	V	✓	✓	_	✓	_	✓	✓	✓	✓									_							
SOS							\$	\$		\$	\$									_							
Salesforce CPQ		\$	\$	\$		\$	\$	\$	\$	\$	\$									\$	\$	\$	\$	\$	\$	\$:
Survey Responses ¹⁹			\$	\$			\$	\$		\$	\$	\$	\$	\$	\$												
Workflow, Visual Workflow, & Approvals ³			✓	✓			✓	✓		✓	✓	✓	✓	✓	✓					✓	✓			✓	V	✓	١,
User Permissions Highlights																											
Account Teams			✓	✓			·	1		✓	~	✓	1	✓	✓					✓	1					✓	,
Advanced Sharing			✓	✓			·	1		✓	~	✓	1	✓	✓					✓	1			✓	V	✓	,
Case Teams			1	✓			✓	V		✓	1									✓	1					✓	١,
Chatter	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Create Processes		✓	✓	✓		✓	✓	✓	✓	✓	✓																
Create Workflow & Approval Processes ¹¹			✓	✓			✓	✓		✓	✓																
Custom Profiles	√(2)	√(2)	✓	✓	√(2)	√(2)	✓	✓	√(2)	✓	✓	✓	✓	✓	✓												
Custom Permission Sets	√(5)	√ (10)	✓	✓	√(5)	√(10)	✓	1	√ (10)	✓	✓	✓	1	✓	✓												
Customizable Forecasting		1	✓	✓		V	✓	1	V	✓	✓																
Customize Reports ¹⁸	✓	1	✓	✓	✓	✓	✓	1	✓	✓	✓	✓	1	✓	1					1	✓			/	1	✓	
Customize Dashboards	✓	1	✓	✓	√	√	✓	1	✓	✓	1	✓	1	✓	1												
Identity			1	1			1	1		✓	1	1	1	1	1	1	✓	1	1	1	1	1	1	1	1	1	
Identity Connect			\$	\$			\$	\$		\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	
Manage Users and Profiles ⁷	_	1	· /	√	1	1	· /	· /	_	√	·	_															
Opportunity Splits ⁹			✓	✓						✓	1									1	1					✓	
Opportunity Teams			·	/			_	1		·	·									/	1					· /	
Org Allows Custom Profiles and Page Layo	outs	1	1	1		1		1	1	/	1	1	1	1	1	1	1	1	1	1	1	/	1	1	1	1	
Org Allows Record Types ⁹	2.0	√ (3)	· /	1		√(3)	· /	· ·	√(3)	· /	· /	· /		· /	· /	· /	· ·	1	· /		· /		· /	· /	· /	· /	
Send Email		▼ (3) ✓	· /	·		▼ (3)	~	· /	▼ (3) ✓	·	· /	· /	· /		· /					· /	· /				· ·	· /	
		_	✓	✓				,		·	· /		,							· /	V				_	· /	
Territory Management ⁹ Write Apex Code			· /	✓			_	1		·	· /									_						•	
	LIMIL	LINII			LIMI	LINII	UNL	UNL	LINII			UNL	UNL	LIMIL	LINII	0	0	0	0	0	0	0	0	0	0	0	
Custom Toba Limit	UNL	UNL	UNL	UNL	UNL				UNL	UNL	UNL			UNL	UNL	0	0	0	0	0	0	0	0	0		0	
Custom Tabs Limit	UNL	UNL	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	0	50	100	200	0	50	100	200	50	200	2000	10	10	110	110	10	10	100	100	100	100	10	10	10	10	10	
Additional Org Limits Added per User																											
Data Storage (MB)	20	20	20	120	20	20	20	120	20	20	120	20	20	20	120	*	*	10	20	20	45	0	0	1	2	1	
File Storage (MB)	512	512	2GB	2GB	512	512	2GB	2GB	512	2GB	2GB	2GB	2GB	2GB	2GB	0	0	500		600MB		0	0	0	0	0	
API Calls/Day ⁴	0 4	0 4	1000	5000	0 4	0 4	1000	5000	0 4	1000	5000	200	200	1000	5000	*	*	200	400	400	1000	0	0	10	200	10	2
Additional Flow Entitlements	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$																

- Create, Read, Update, Delete
- Create, Read, Update
- Create, Read
- Read, Update
- Read Only

- Available as add-on ✓ Included
- √(#) Limited # Included
- \$(#) # Included, Full Functionality Available as add-on
- Lightning Platform Plus users are provisioned SalesforcePlatform user license (with System Admin Profile). Contractual restriction prohibits external facing customer service cases and / or work orders.

 2 Contractually restricted limit for EE and UE Sales and Service, Lightning Platform, Force 100, External Communities, and B2B Commerce.

 3 All Users in an EE+ Org can utilize and be a part of workflows and approvals. Refer to user guide for additional details on Community Approvals access. Workflow is distinct from Process Builder which is a UI based automation feature.

 4 API must first be enabled on Professional Edition.

 5 Employee Cases and Employee Work Orders are for internal users and are not to be used for customer Cases or customer Work Orders respectively.

 6 Requires "Marketing User" permission, which is currently being auto-provisioned. See User Guide for more details.

 7 CC+ and PC can enable community managers (could be non-CRM), which are able to add user, but not manage profiles.

 8 External Identity is issued in blocks and comes with data storage and APIs. As the blocks differ in size, the per-user amount varies.

- 8 External Identity is issued in blocks and comes with data storage and APIs. As the blocks differ in size, he per-user amount varies.

 9 Contractually restricted limit for ES, PE Sales and Service for Console, Processes, and Record Type. Contractually restricted limit for FS, PE Sales and Service Console.

 10 Customer Community members/logism may only create cases for themsleves, not for another person.

 11 Force 100 Admins are also able to create Workflows and Approval Processes.

 12 Sales Cloud Lightning CRM and Service Cloud Lightning CRM have the same functionality and add on options as Lightning CRM.

 13 Customer Community Plus, Partner Community and Lightning External Apps Plus have full CRUD access to Tasks.

 14 Additional detailed information for Lightning Platform Starter / Plus click here: Pricing & Packaging Sheet

 15 included Products: Einstein Analytics Plus, Einstein Analytics Growth, Einstein Discovery and Einstein Predictions.

 16 28 Commerce is delivered via managed package on top of Customer Community Plus, Gemethey, It includes 2,000 External Users, 2,000 Orders, 1 Storefront, 60 GB File Storage, 12 GB Data Storage, 50 B2B Commerce Permission Set Licenses, 10 Custom Objects, and 1 Admin. Any Users provided in connection with B2B Commerce Services must only use for commerce use cases.
- 17 Einstein Analytics for Communities' CRUD access is subject to the underlying, prerequisite Einstein Analytics product.
- 18 For External Communities (Lightning External Apps Plus, Customer Community Plus, Partner Community), editing reports is only available in classic communities. In Lightning external Apps Plus, Customer Community Plus, Partner Community), editing reports is only available in classic communities. In Lightning external Apps Plus, Customer Community Plus, Partner Community), editing reports is only available in classic communities. In Lightning external Apps Plus, Customer Community Plus, Partner Community), editing reports is only available in classic communities.
- 19 Sales/Service/CRM/Force.com (EE and above) receive 300 free Survey Respons Updated: June 18, 2019

User License Comparison

Managed Package Functionality

	Interface)				
inancial Services Cloud Functionality	Financia	Financial Services Cloud Bank Teller			
	PE	EE	UE	EE	UE
	Features				
B2C and B2B Data Model	✓	✓	✓	✓	✓
Role-Based Console App	✓	✓	✓	✓	✓
Financial Accounts	✓	✓	✓	✓	✓
Financial Goals	✓	✓	✓	✓	✓
Customizable Financial Rollup Summaries	✓	✓	✓	✓	1
Household and Relationship Groups	✓	✓	✓	✓	✓
Relationship Map	✓	✓	✓	✓	✓
Client and Household Profiles	✓	✓	✓	✓	✓
Client Segmentation		✓	✓		
Referral Management	✓	✓	✓	✓	✓
Alerts/Notifications	✓	✓	✓	✓	✓
Action Plans		✓	✓		
	Available Add-ons				
Knowledge	\$	\$	✓	\$	\$
Live Agent	\$	\$	✓	\$	\$
Engage	\$	\$	\$	\$	\$
Sales Einstein		\$	\$	\$	\$
Shield	\$	\$	\$	\$	\$
Einstein Analytics for Financial Services		\$	\$	\$	\$
Lightning Scheduler		s	\$	\$	\$

Health Cloud includes and extends Sales Cloud, Service Cloud, and Lightning CRM with the following

Harlit Oland Francisco di	Sales	s Cloud	Service Cloud / CRM			
Health Cloud Functionality	EE	UE	EE	UE		
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	✓	✓	✓	✓		
Survey Responses	✓	✓	✓	✓		
Care Gaps	✓	✓	✓	✓		
Referral Management	✓	✓	✓	✓		
Utilization Management	✓	✓	✓	✓		
Social Determinants	✓	✓	√	✓		

Field Service is delivered via managed package on top of Service Cloud Lightning (Classic Interface), Lightning CRM, Customer Community Plus, or Partner Community

Field Service Technician Functionality		Dispatcher		Field Technici	ian, Contractor	, Contractor+2	Field Service Lightning +			
	EE	UE	PXE	EE	UE	PXE	EE	UE	PXE	
Appointment Booking (Managed Package) ¹	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Scheduling (Managed Package)	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Ability to be Scheduled				✓	✓	✓	✓	✓	✓	
Dispatcher Console (Managed Package)	✓	✓	✓	√3	√3	√3	✓	✓	✓	
Optimization (Managed Package)	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Self-Scheduling				✓	✓	✓	✓	✓	✓	
FSL Mobile App				✓	✓	✓	✓	✓	✓	
Field Service Lightning Features Through SF1	✓	✓	✓	✓	✓	✓	✓	✓	✓	

Updated: June 18, 2019

¹ The purchase of at least one Field Service Dispatcher or Technician provides Appointment Booking to all Service CRM users.
2 Field Service Lightning - Contractor and Field Service Lightning - Contractor+ are delivered on top of Customer Community Plus and Partner Community respectively.
3 Dispatcher Console (Managed Package) is available only with Contractor+.