

User License Comparison

User Name	Salesforce												Salesforce Platform				External Identity		Customer and Partner Communities											
Product	Lightning Sales Cloud				Lightning Service Cloud				Lightning CRM ¹²				Lightning Platform Starter ¹⁴		Lightning Platform Plus ^{1,14}		Identity for Customers & Partners ⁸		Lightning External Apps Starter		Lightning External Apps Plus		Customer Community		Customer Community Plus B2B Commerce ¹⁶		Partner Community			
Add On Products (See last page)	Health Cloud				Health Cloud, Field Service				Field Service +, Financial Services,																					
Editions	ES	PE	EE	UE	ES	PE	EE	UE	PE	EE	UE	EE	UE	EE	UE	EE	UE	EE	UE	Login	Member	Login	Member	Login	Member	Login	Member	Login	Member	
Object Access																														
Accounts	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	◆	◆	◆	◆	■	■	■	■	■	■	■	■	■	■	
Activities, Tasks ¹³	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●					■	■	◆	◆	■	■	◆	◆	◆	◆	
Assets		●	●	●		●	●	●		●	●		●	●	●					■	■			■	■		■	■		
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							●	●		●	●		●	●	●															
User Features																														
Console ⁹	✓(1)	✓(1)	✓	✓	✓(1)	✓(1)	✓	✓	✓(1)	✓	✓	\$	\$	✓	✓															
Engage		\$	\$	\$		\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$											
Einstein Analytics ^{15,17}		\$	\$	\$			\$	\$		\$	\$	\$	\$	\$	\$	\$	\$	\$	\$											
Create Knowledge Articles	✓	\$	\$	\$	✓	\$	\$	✓	\$	\$	✓	\$	\$	✓	\$	\$	\$	\$	\$											
Live Agent							\$	\$	✓	\$	\$	✓	\$	\$	✓															
Marketing (Manage Campaigns)		✓	✓	✓		✓	✓	✓	✓	✓	✓																			
Offline		✓	✓	✓			✓	✓	✓	✓	✓	✓	✓	✓	✓															
Omnichannel						✓	✓	✓	✓	✓	✓	✓	✓	✓	✓															
Processes (Process Builder) ⁹		✓(5)	✓	✓		✓(5)	✓	✓	✓(5)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓											
Social Starter	✓		✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓															
SOS							\$	\$		\$	\$	\$	\$	\$	\$															
Salesforce CPQ		\$	\$	\$		\$	\$	\$	\$	\$	\$											\$	\$	\$	\$	\$	\$	\$	\$	
Survey Responses ¹⁹			\$	\$			\$	\$		\$	\$	\$	\$	\$	\$	\$	\$	\$	\$											
Workflow, Visual Workflow, & Approvals ³			✓	✓			✓	✓		✓	✓	✓	✓	✓	✓							✓	✓			✓	✓	✓	✓	
User Permissions Highlights																														
Account Teams			✓	✓			✓	✓		✓	✓	✓	✓	✓	✓							✓	✓					✓	✓	
Advanced Sharing			✓	✓			✓	✓		✓	✓	✓	✓	✓	✓							✓	✓			✓	✓	✓	✓	
Case Teams			✓	✓			✓	✓		✓	✓		✓	✓	✓							✓	✓					✓	✓	
Chatter	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Create Processes		✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓							✓	✓		✓	✓	✓	✓	✓	
Create Workflow & Approval Processes ¹¹			✓	✓			✓	✓		✓	✓	✓	✓	✓	✓															
Custom Profiles	✓(2)	✓(2)	✓	✓	✓(2)	✓(2)	✓	✓	✓(2)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓											
Custom Permission Sets	✓(5)	✓(10)	✓	✓	✓(5)	✓(10)	✓	✓	✓(10)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓											
Customizable Forecasting		✓	✓	✓		✓	✓	✓		✓	✓	✓	✓	✓	✓															
Customize Reports ¹⁸	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓			✓	✓			✓	✓	✓	✓	
Customize Dashboards	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓							✓	✓	✓	✓	
Identity			✓	✓			✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Identity Connect			\$	\$			\$	\$		\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	
Manage Users and Profiles ⁷	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓															
Opportunity Splits ⁹			✓	✓								✓	✓									✓	✓					✓	✓	
Opportunity Teams			✓	✓			✓	✓		✓	✓	✓	✓	✓	✓							✓	✓					✓	✓	
Org Allows Custom Profiles and Page Layouts		✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Org Allows Record Types ⁹		✓(3)	✓	✓		✓(3)	✓	✓	✓(3)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Send Email		✓	✓	✓		✓	✓	✓		✓	✓	✓	✓	✓	✓											✓	✓	✓	✓	
Territory Management ⁹			✓	✓								✓	✓									✓	✓					✓	✓	
Write Apex Code			✓	✓				✓		✓	✓	✓	✓	✓	✓															
Custom Apps Limit	UNL	UNL	UNL	UNL	UNL	UNL	UNL	UNL	UNL	UNL	UNL	UNL	UNL	UNL	UNL	0	0	0	0	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	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	100	100	10	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	*	*	100	20	20	45	0	0	1	2	1	1	5		
File Storage (MB)	512	512	2GB	2GB	512	512	2GB	2GB	512	2GB	2GB	2GB	2GB	2GB	2GB	0	0	50	1GB	600MB	1.5GB	0	0	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	200			
Additional Flow Entitlements	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$																			
Survey Responses ¹⁹			\$	\$			\$	\$	\$	\$	\$	\$	\$	\$	\$															

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Managed Package Functionality

Financial Services Cloud functionality is delivered via managed package on top of Lightning CRM (Lightning Interface)					
Financial Services Cloud Functionality	Financial Services Cloud - CRM			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	✓	✓	✓	✓	✓
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		\$	\$	\$	\$

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

Health Cloud Functionality	Sales Cloud		Service Cloud / CRM	
	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 Technician, 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	✓	✓	✓	✓	✓	✓	✓	✓	✓

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+.

Updated: June 18, 2019