

User License Comparison

User Name	Salesforce									Company Communities		Salesforce Platform		External Communities						External Identity	
Product	Lightning Sales Cloud			Lightning Service Cloud			Lightning CRM			Employee Apps and Community		Lightning Force 100 ¹		Customer Community		Customer Community Plus ⁵		Partner Community ⁶		External Identity	
Managed Packages (See last page)	Financial Services			Health Cloud, Field Service																	
Editions	PE	EE	UE	PE	EE	UE	PE	EE	UE	EE	UE	EE	UE	EE	UE	EE	UE	EE	UE	EE	UE
Object Access																					
Accounts	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Activities, Tasks	●	●	●	●	●	●	●	●	●	●	●	●	●	◇	◇	◇	◇	◇	◇	◇	◇
Assets	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Calendar, Events	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Campaigns ⁸	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Cases ¹³	●	●	●	●	●	●	●	●	●	●	●	●	●	■	■	■	■	■	■	■	■
Contacts	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Content	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Documents	●	●	●	●	●	●	●	●	●	●	●	●	●	■	■	■	■	■	■	■	■
Entitlements	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Ideas	●	■	■	■	■	■	■	■	■	■	■	■	■	◇	◇	◇	◇	◇	◇	◇	◇
Knowledge	●	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Leads	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Employee Cases ⁷	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
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 and Approvals ³		✓	✓		✓	✓		✓	✓	✓	✓	✓	✓								
User Permissions Highlights																					
Account Teams		✓	✓		✓	✓		✓	✓												
Case Teams		✓	✓		✓	✓		✓	✓												
Chatter	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Create Processes	✓	✓	✓	✓	✓	✓	✓	✓	✓												
Create Workflow & Approval Process		✓	✓		✓	✓		✓	✓												
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)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Territory Management ¹²		✓	✓		✓	✓		✓	✓												
Work.com Perform	\$	\$	\$	\$	\$	\$	\$	\$	\$												
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	10	10
Additional Org Limits Added per User																					
Data Storage (MB)	20	20	120	20	20	120	20	20	120	20	20	20	20	20	20	0	0	1	1	1	1
File Storage (MB)	612	2GB	2GB	612	2GB	2GB	612	2GB	2GB	2GB	2GB	2GB	2GB	2GB	2GB	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	200 ⁹	200 ⁹

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

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 Only Salesforce and Salesforce Platform users can manage workflows.

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 HR/IT Cases for internal users, 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 amount 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 For Customer Community, there is a technical requirement that the person creating the case must be the same as the case contact, therefore a Customer Community member/login cannot create a case for someone else.

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 Accounts	✓	✓	✓	

Health Cloud is Built 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

Updated: May 1, 2016