

How to select the right Salesforce Lightning edition



Today's customers want faster, more responsive service across every channel, and on any device – and they want it now. Service Cloud Lightning empowers your agents with a complete set of productivity tools to deliver faster, smarter, and more personalized customer service for every customer anytime, anywhere.

Best of all, it's easy to use and customizable to the way you work. And, because it's all in the cloud, everyone can access Service Cloud Lightning with just an Internet connection – there's no need for expensive hardware or software. Did we mention flexibility? With Service Cloud Lightning, you can simply add more seats or upgrade to another edition that has more features when your call center grows. There's no disruption to your business because we take care of everything behind the scenes.

“With Service Cloud, we can handle 100% of customer cases in real time from anywhere.”

– JOANNA SOHOVICH,
GLOBAL PRESIDENT, IAR DIVISION,
STANLEY BLACK & DECKER

Choose the Service Cloud Lightning edition that's right for your business:

	MOST POPULAR	
Lightning Professional Complete service CRM for teams of any size	Lightning Enterprise Customizable CRM for comprehensive service	Lightning Unlimited Unlimited service CRM power
\$75 USD PER USER PER MONTH*	\$150 USD PER USER PER MONTH*	\$300 USD PER USER PER MONTH*
Empower your customer service team with Lightning Professional edition. Track your customer cases, manage service contracts and entitlements, and leverage the best-in-class Service Console app. Get real-time business insights with customizable reports and dashboards.	Unlock the full potential of customer service with Lightning Enterprise edition. You can manage complex case requirements and differentiate the agent experience with access to unlimited Service Console apps. Customize Salesforce to your company with custom record types, and automate complex business processes and integrate with any system using our API.	Transform every customer experience with Lightning Unlimited edition. Customize Service Cloud Lightning to scale customer service processes and improve productivity. You'll receive Live Agent Web chat and Salesforce Knowledge to better service your customers. You'll also have access to unlimited online training, 24/7 toll-free support, and over 100 admin services allowing you to optimize Service Cloud Lightning to meet your needs. Get access to several sandboxes for development and testing, build custom objects, and tap into an unlimited number of custom tabs and apps.

*Billed annually

Need a solution for both Sales and Service?

Get Sales Cloud Lightning and Service Cloud Lightning together. Ask us how.

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Service Cloud Lightning Edition Comparison

	Professional	Enterprise	Unlimited
Service Console app	1	✓	✓
Case management	✓	✓	✓
Account, contact, and lead management	✓	✓	✓
Web and email case capture	✓	✓	✓
Case auto-assignment	✓	✓	✓
Case email auto-response	✓	✓	✓
Case escalation rules and queues	✓	✓	✓
Omni-channel routing (basic)	✓	✓	✓
Case team collaboration		✓	✓
Service contract management	✓	✓	✓
Service entitlements	✓	✓	✓
Asset management and product tracking	✓	✓	✓
Visual SLA timer	✓	✓	✓
Social Customer Service starter pack	✓	✓	✓
Order management	✓	✓	✓
Work order management		✓	✓
Customizable dashboards and reports	✓	✓	✓
Mobile access, customization, and admin	✓	✓	✓
CTI integration	✓	✓	✓
Call scripting		✓	✓
Email templates and tracking	✓	✓	✓
Email integration with Outlook	✓	✓	✓
Google Apps integration	✓	✓	✓
Chatter collaboration	✓	✓	✓
Task and activity tracking	✓	✓	✓
AppExchange app integration*	✓	✓	✓
Role permissions	2	✓	✓
Custom profiles and page layouts	2	✓	✓
Record types (per object)	3	✓	✓
Processes (per org) via Process Builder	5	✓	✓
Workflow and approval automation		✓	✓
Visual workflow		✓	✓
Integration via Web services API	\$	✓	✓

✓ Included in base user license

\$ Additional fee applies

* Available as a downloadable application via the AppExchange

** Product sold separately

*** All editions include a minimum of 1 GB data and 11 GB of storage shared by all users. Additional data storage is available on a per-org basis for each edition.

	Professional	Enterprise	Unlimited
Analytics snapshots	✓	✓	✓
Advanced reporting		✓	✓
Custom websites		✓	✓
Lightning App Builder	✓	✓	✓
24/7 toll-free support	\$	\$	✓
100+ administration services	\$	\$	✓
Unlimited online training	\$	\$	✓
Knowledge read-only		✓	✓
Knowledge read-write		\$	✓
Suggested knowledge articles		\$	✓
Multilingual knowledge		\$	✓
Live Agent Web chat		\$	✓
Live video chat (SOS)		\$	\$
Advanced Social Customer Service	\$	\$	\$
Customer Community		\$	\$
Partner Community		\$	\$

Field Service Lightning Editions	Professional	Enterprise	Unlimited
Field Service Lightning – Technician**		\$	\$
Field Service Lightning – Dispatcher**		\$	\$

Platform Features of Each Edition	Professional	Enterprise	Unlimited
Partial Sandbox		1	1
Full Sandbox		\$	1
Developer Sandbox	10	25	100
Developer Pro Sandbox	\$	\$	5
Data Storage per user***	20 MB/user	20 MB/user	120 MB/user
File Storage per user***	612 MB/user	2 GB/user	2 GB/user
Custom Applications and Tabs	Unlimited	Unlimited	Unlimited

For More Information
Contact your account executive to learn how we can help you accelerate your CRM success.

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