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 personalised customer service for every customer any time, anywhere.

Best of all, it’s easy to use and customisable 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 centre grows. There’s no disruption to your business because we take care of everything behind the scenes.

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

<table>
<thead>
<tr>
<th>Edition</th>
<th>Description</th>
<th>Pricing per User per Month*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salesforce Essentials</td>
<td>Out-of-the-box customer support for small teams</td>
<td>€25</td>
</tr>
<tr>
<td>Lightning Professional</td>
<td>Complete service CRM for teams of any size</td>
<td>€75</td>
</tr>
<tr>
<td>Lightning Enterprise</td>
<td>Customisable CRM for comprehensive service</td>
<td>€150</td>
</tr>
<tr>
<td>Lightning Unlimited</td>
<td>Unlimited service CRM power</td>
<td>€300</td>
</tr>
</tbody>
</table>


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

– Joanna Sohovich, Global President, IAR Division, Stanley Black & Decker

Need a solution for both Sales and Service?
Get Sales Cloud Lightning and Service Cloud Lightning together. Ask us how.

LEARN MORE
## Service Cloud Lightning Edition Comparison

**Collaborate across your company**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Essentials</th>
<th>Professional</th>
<th>Enterprise</th>
<th>Unlimited</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chatter</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
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<td>Salesforce Mobile App</td>
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<td>Files</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
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<tr>
<td>Topics and Recommendations</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
</tbody>
</table>

**Customisable Reports and Dashboards**

- Advanced Reporting Features
  - Essentials: ✔️
  - Professional: ✔️
  - Enterprise: ✔️
  - Unlimited: ✔️

- Customisable Reports and Dashboards
  - Essentials: ✔️
  - Professional: ✔️
  - Enterprise: ✔️
  - Unlimited: ✔️

**Service Analytics App**

- Essentials: ✔️
- Professional: ✔️
- Enterprise: ✔️
- Unlimited: ✔️

**Cross-sell and upsell more easily**

- Opportunity Tracking
  - Essentials: ✔️
  - Professional: ✔️
  - Enterprise: ✔️
  - Unlimited: ✔️

- Task Management, Activity Feed
  - Essentials: ✔️
  - Professional: ✔️
  - Enterprise: ✔️
  - Unlimited: ✔️

**Offline Access**

- Emails Integration with Outlook
  - Essentials: ✔️
  - Professional: ✔️
  - Enterprise: ✔️
  - Unlimited: ✔️

- Google Apps Integration
  - Essentials: ✔️
  - Professional: ✔️
  - Enterprise: ✔️
  - Unlimited: ✔️

- Web Services API
  - Essentials: ✔️
  - Professional: ✔️
  - Enterprise: ✔️
  - Unlimited: ✔️

**Customise and automate processes.**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Essentials</th>
<th>Professional</th>
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<th>Unlimited</th>
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</thead>
<tbody>
<tr>
<td>Case Auto-Assignment</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
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<tr>
<td>Web and Email Case Capture</td>
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<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
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<tr>
<td>Case Email Auto-Response</td>
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<td>✔️</td>
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<tr>
<td>Case Escalation Rules and Queues</td>
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<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
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<tr>
<td>Service Console App(s)</td>
<td>1</td>
<td>1</td>
<td>✔️</td>
<td>✔️</td>
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<tr>
<td>Advanced Case Management</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
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<tr>
<td>Omni-Channel Routing (Basic)</td>
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<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
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<tr>
<td>Omni-Channel Supervisor</td>
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<td>✔️</td>
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<td>✔️</td>
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<td>Knowledge Base (Read Only)</td>
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<td>✔️</td>
<td>✔️</td>
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<tr>
<td>Knowledge Base (Read Write)</td>
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<td>Case Milestone Tracker</td>
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<tr>
<td>CTI Supervisory</td>
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<td>Lead Contact Account Management</td>
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<td>Service Contracts and Entitlements</td>
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<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
</tbody>
</table>

**Connect service info to any app.**

- Email Integration with Outlook
  - Essentials: ✔️
  - Professional: ✔️
  - Enterprise: ✔️
  - Unlimited: ✔️

- Google Apps Integration
  - Essentials: ✔️
  - Professional: ✔️
  - Enterprise: ✔️
  - Unlimited: ✔️

- Web Services API
  - Essentials: ✔️
  - Professional: ✔️
  - Enterprise: ✔️
  - Unlimited: ✔️

**Personalise the service experience with digital engagement.**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Essentials</th>
<th>Professional</th>
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<th>Unlimited</th>
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</thead>
<tbody>
<tr>
<td>Mobile Messaging (Live Message)</td>
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<tr>
<td>Snap-Ins for Live Agent Chat</td>
<td>✔️</td>
<td>✔️</td>
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<tr>
<td>Snap-Ins for Live Video Chat</td>
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<tr>
<td>Social Customer Service Starter Pack</td>
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<tr>
<td>Social Customer Service Pro</td>
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<td>✔️</td>
<td>✔️</td>
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</tbody>
</table>

**Empower customers with self-service.**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Essentials</th>
<th>Professional</th>
<th>Enterprise</th>
<th>Unlimited</th>
</tr>
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<tbody>
<tr>
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<td>Service Community</td>
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<td>Customer Portal</td>
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<td>✔️</td>
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</tbody>
</table>

**Transform field service operations.**

<table>
<thead>
<tr>
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<th>Essentials</th>
<th>Professional</th>
<th>Enterprise</th>
<th>Unlimited</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work Order Management</td>
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<tr>
<td>Asset Management and Product Tracking</td>
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<td>✔️</td>
<td>✔️</td>
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<tr>
<td>Field Service Dispatch</td>
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<tr>
<td>Field Service Technician</td>
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<td>✔️</td>
<td>✔️</td>
</tr>
</tbody>
</table>

**Get the most out of Salesforce.**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Essentials</th>
<th>Professional</th>
<th>Enterprise</th>
<th>Unlimited</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unlimited Online Training</td>
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<td>Standard Success Plan</td>
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<tr>
<td>Online Case Submission(10,000 Hrs Premier)</td>
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<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Access to Premier Success Resources</td>
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<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>24/7 Toll-Free Support</td>
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<td>✔️</td>
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<td>Developer Support</td>
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<td>Configuration Services</td>
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<td>✔️</td>
<td>✔️</td>
</tr>
</tbody>
</table>

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*Included in base user licence  Additional fee applies

Salesforce Essentials includes Help Centre with up to 5 sites and does not include Lightning Bolt.

*Available as a downloadable application via the AppExchange