

# Selecting the right Service Cloud edition



**T**oday's customers want faster, more responsive service across every channel, and on any device, and they want it now. With Service Cloud™, you'll deliver customer service at the speed of now, with everything you need to amaze your customers and keep your agents productive.

Amazing innovators in the Service Cloud put even more help desk tools at your disposal, like a knowledge base to make your agents and customers smarter, customer communities to empower customers to find solutions, and mobile capabilities for your agents and customers to deliver service and get answers 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 the Service Cloud with just an Internet connection—there's no need for expensive hardware or software. Did we mention flexibility? With the Service Cloud, 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.

Use the below information to gain a quick overview of the main capabilities of each edition. The details of every feature by edition—new features come out three times per year—are in the matrix on the next page.

Our public knowledge base got 1.46 million hits in 6 months.

Jerry Kelly, CIO, Avid

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

Enterprise	Unlimited	Performance
Extend service to the Web with customization and integration	Unlimited CRM power and support	Expand sales and service capabilities for maximum performance
<b>MOST POPULAR</b>		<b>Bundle Pricing: Service &amp; Sales Cloud</b>
<b>\$135</b>	<b>\$260</b>	<b>\$300</b>
PER USER PER MONTH	PER USER PER MONTH	PER USER PER MONTH
Enterprise Edition is our most popular edition and is used by most large enterprises. It includes many key features like a world-class knowledge base, customizable communities, CTI integration, contracts, entitlements, social media integration, and the ability to collaborate on cases. AccessForce.com platform features such as workflow and approvals, to automate complex business processes and integrate with any system using our API.	The Unlimited Edition let's you tailor Service Cloud to scale customer services processes and improve productivity. With Unlimited Edition, you'll receive access to unlimited online training, 24x7 toll-free support, and over 100 admin services allowing you to optimize Service Cloud to meet your needs. Get more storage, access to several sandboxes for development and testing, build custom objects, and tap into an unlimited number of custom tabs and apps.	Maximize performance across Service and Sales with Performance Edition. Access the world's #1 CRM and Service apps, Service Cloud and Sales Cloud, built on the Salesforce1 Platform. You'll also get Live Agent web chat and Salesforce Knowledge to better service your customers, along with Data.com to maintain clean customer data and Work.com to accelerate employee performance. Plus, get all the support you need with our Premier+ Success Plan.

# Service Cloud Edition Comparison

	Enterprise	Unlimited	Performance
Console for Service & customizable layouts	✓	✓	✓
Analytics snapshots	✓	✓	✓
Asset management & product tracking	✓	✓	✓
Auto-suggested solutions	✓	✓	✓
Case auto-assignment	✓	✓	✓
Case email auto-response	✓	✓	✓
Case escalation rules & queues	✓	✓	✓
Case management and history tracking	✓	✓	✓
Case team collaboration	✓	✓	✓
Chatter Collaboration	✓	✓	✓
Contract management	✓	✓	✓
Crowd-sourced answers & ideas	✓	✓	✓
Customizable dashboards & reports	✓	✓	✓
Email and templates & tracking	✓	✓	✓
Email integration (Outlook)	✓	✓	✓
Google Apps integration	✓	✓	✓
Integrated content libraries	✓	✓	✓
Mobile access	✓	✓	✓
Multilingual solutions	✓	✓	✓
Order management	✓	✓	✓
Partner collaboration	✓	✓	✓
Role permissions	✓	✓	✓
Task & activity tracking	✓	✓	✓
Web & email case capture	✓	✓	✓
Offline access	✓	✓	✓
Profiles & page layouts	✓	✓	✓
Mobile customization & administration	\$	✓	✓
CTI integration	✓	✓	✓
Enterprise analytics	✓	✓	✓
Enterprise reporting	✓	✓	✓
What-if Modeling	✓	✓	✓
Advanced Filters	✓	✓	✓

✓ Included in base user license

\$ Additional fee applies

\* Included with the knowledge base add-on

\*\* Available as a downloadable application via the AppExchange

\*\*\* Read-only Knowledge access is included with every Enterprise user license. Write access is available for an additional fee.

† All editions have a minimum of 1GB of data and 11GB of file storage shared by all users. Additional storage is available on a per-user basis for each edition.

‡ Includes all Sales Cloud UE features plus Console for Sales

†† Data.com Premium Edition dataset is available for additional fee

	Enterprise	Unlimited	Performance
Field service management**	\$	\$	\$
Force.com code (Apex) & pages (Visualforce)	✓	✓	✓
Integration via Web services API	✓	✓	✓
Custom websites	✓	✓	✓
Record types	✓	✓	✓
Social Customer Service Starter Pack	✓	✓	✓
Advanced Social Customer Service	\$	\$	\$
Service entitlements	✓	✓	✓
Visual SLA timelines	✓	✓	✓
Visual workflow	✓	✓	✓
Workflow and approval automation	✓	✓	✓
24x7 toll-free support	\$	✓	✓
100+ administration services	\$	✓	✓
Unlimited online training	\$	✓	✓
Knowledge base***	\$	\$	✓
Knowledge usage analytics*	✓	✓	✓
Rich knowledge article templates*	✓	✓	✓
Live Agent Web Chat	\$	\$	✓
SOS In-app Support	\$	\$	\$
Sales Cloud ‡			✓
Data.com Corporate (Clean and Prospector) ††	\$	\$	✓
Work.com	\$	\$	\$
Customer Community	\$	\$	\$

	Enterprise	Unlimited	Performance
Developer sandbox	1 included	15 included	30 included
Developer Pro Sandbox	\$	5 included	5 included
Partial Copy Sandbox	\$	\$	1 included
Full sandbox environment for testing	\$	1 included	1 included
Data storage (1GB minimum for all editions) †	20MB/user	120MB/user	120MB/user
File storage (11GB minimum for all editions)	2GB/user	2GB/user	2GB/user
Maximum custom applications	10	Unlimited	Unlimited
Maximum custom tabs	25	Unlimited	Unlimited
Maximum custom objects	200	2,000	2,000

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

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