

Choosing between Agentforce Health and Agentforce Service



Agentforce Health is the #1 AI CRM built for Healthcare. It elevates provider, payer, and public health teams with intelligent agents to improve outcomes, boost patient and member engagement, and drive productivity. Agentforce Health equips employees with purpose-built apps and data models, automated healthcare workflows, and AI-powered insights to improve efficiency, collaboration, and growth. It starts by giving them tools they need to engage with their health community - a secure, configurable platform.

Agentforce Health is built on Salesforce's Agentforce 360 platform. The platform brings together industry-specific data, security, trusted AI, and automation that healthcare teams need to work with sensitive information - on top of the powerful capabilities from Agentforce Service and Sales. It connects clinical and non-clinical data from systems such as EHRs, scheduling tools, CRMs, ERPs, claims platforms, and even device data, into a centralized, single source of truth.

Choose the product that is right for your business:



Agentforce Health

Elevate care teams and reduce administrative burden

Provide patient, member, and constituent-centric services

Enhance collaboration across the entire health ecosystem

Feature	Health Cloud**	Service Cloud**
Enhance Care Delivery		
Clinical and Insurance Data Models	✓	
Integrated Care Management	✓	
Utilization Management	✓	
Digital Health Insurance*	✓	
Integrated Assessments (incl. MCG)	✓	
Provider Network Management*	✓	
Unified Member and Patient 360 Profiles	✓	
Provider Relationship Management	✓	
Deliver Exceptional Experiences		
Prebuilt Healthcare Agents*	✓	
Intelligent Appointment Management	✓	
Home Health*	✓	
Disease Surveillance	✓	
Crisis Support and Behavioral Health	✓	
Referral Management	✓	
Patient, Member, Provider Portals with Self-service	✓	
Automate Critical Healthcare Processes		
Customizable Automation with OmniStudio, Business Rules Engine, OmniScript	✓	
Intelligent Document Processing	✓	
Real-time Patient and Member Insights with Tableau Next*	✓	
Critical Pipeline Management with Quotes, Opportunity Tracking, Agreements	✓	
Interoperability with Connected Ecosystem		
FHIR R4-Aligned Clinical Data Model	✓	
Specialized SI and ISV Partners	✓	
MuleSoft Templates and Accelerators*	✓	
HIPAA, FedRAMP, ANS/ASIP, DCB0129, HITRUST CSD, NEN 1750, IRAP Compliance	✓	

Feature	Health Cloud**	Service Cloud**
Intelligent Contact Center with Prebuilt Agents* for Payers and Providers	✓	
Agentforce Voice*	✓	✓
Service Console	✓	✓
Case Management and Escalation	✓	✓
Case Capture: Web and Email	✓	✓
Task and Activity Management	✓	✓
Knowledge Base	✓	✓
CTI Integration	✓	✓
Omni-channel Routing and Supervisor	✓	✓
Order and Asset Management	✓	✓
Customizable Reports and Dashboards	✓	✓
Salesforce Mobile	✓	✓
Incident Management	✓	✓
Google Apps and AppExchange Integration	✓	✓
Lightning App Builder	✓	✓

✓ Included in Enterprise base user license * Add-on for additional cost
 **Agentforce Health refers to Health Cloud SKU ; Agentforce Service refers to Service Cloud SKU
 *Prebuilt Agents come standard with Health Cloud A1E for Service and Health Cloud A1E for Sales SKUs

Health Cloud Enterprise

\$350 User/Month

Out-of-the-box CRM for healthcare.

Health Cloud Unlimited

\$525 User/Month

Unlimited CRM power and support for healthcare.

Health Cloud A1E for Service

\$750 User/Month

Everything from Unlimited Edition, plus Agentforce for Health Cloud, Flex Credits, Data Cloud, Slack, Analytics, and more.

Health Cloud A1E for Sales

\$750 User/Month

Everything from Unlimited Edition, plus Agentforce for Health Cloud, Flex Credits, Data Cloud, Slack, Analytics, and more.