

# Connect clinical to commercial on the #1 AI CRM.

- Accelerate R&D innovation with intelligent automation
- Integrate stakeholder engagement with real-time data
- Personalize therapies and devices with AI-powered insights



Choose the Life Sciences Cloud edition that's right for your business:



**Life Sciences Cloud Enterprise**

Out-of-the-box CRM for life sciences.

Enterprise Edition

**\$350**

USD/user/month  
(billed with annual contract)

**Life Sciences Cloud Unlimited**

Unlimited CRM power and support for life sciences.

Unlimited Edition

**\$525**

USD/user/month  
(billed with annual contract)

**Life Sciences Cloud Agentforce 1 for Service**

Gain life sciences customers for life with the best of Salesforce service.

Agentforce 1 for Service Edition

**\$750**

USD/user/month  
(billed with annual contract)

**Life Sciences Cloud Agentforce 1 for Sales**

Build better relationships with patients, members, providers, & partners.

Agentforce 1 for Sales Edition

**\$750**

USD/user/month  
(billed with annual contract)

|                                                        | Life Sciences Cloud - Enterprise | Life Sciences Cloud - Unlimited | Life Sciences Cloud - Agentforce 1 for Service | Life Sciences Cloud - Agentforce 1 for Sales |
|--------------------------------------------------------|----------------------------------|---------------------------------|------------------------------------------------|----------------------------------------------|
| <b>Streamline life sciences processes</b>              |                                  |                                 |                                                |                                              |
| Industry-Specific Data Models (Clinical and Insurance) | ✓                                | ✓                               | ✓                                              | ✓                                            |
| Identity Verification                                  | ✓                                | ✓                               | ✓                                              | ✓                                            |
| Life Sciences Cloud for Customer Engagement            | \$150 pupm                       | \$150 pupm                      | \$150 pupm                                     | \$150 pupm                                   |
| Engagement Interaction                                 | ✓                                | ✓                               | ✓                                              | ✓                                            |
| Participant Recruitment & Enrollment                   | \$                               | \$                              | \$                                             | \$                                           |
| Advanced Therapy Management                            | ✓<br>(Up to 500 patients)        | ✓<br>(Up to 500 patients)       | ✓<br>(Up to 500 patients)                      | ✓<br>(Up to 500 patients)                    |
| Social Determinants of Health                          | ✓                                | ✓                               | ✓                                              | ✓                                            |
| Assessments                                            | ✓                                | ✓                               | ✓                                              | ✓                                            |
| Patient Card                                           | ✓                                | ✓                               | ✓                                              | ✓                                            |
| Pharmacy Benefits Verification                         | ✓                                | ✓                               | ✓                                              | ✓                                            |



|                                                | Life Sciences Cloud - Enterprise | Life Sciences Cloud - Unlimited | Life Sciences Cloud - Agentforce 1 for Service | Life Sciences Cloud - Agentforce 1 for Sales |
|------------------------------------------------|----------------------------------|---------------------------------|------------------------------------------------|----------------------------------------------|
| Sell efficiently and optimize revenue          |                                  |                                 |                                                |                                              |
| Sales Planning                                 | \$                               | \$                              | \$                                             | ✓                                            |
| Salesforce Maps                                | \$                               | \$                              | \$                                             | ✓                                            |
| Salesforce Spiff                               | \$                               | \$                              | \$                                             | ✓                                            |
| Advanced Account Forecasting                   | ✓                                | ✓                               | ✓                                              | ✓                                            |
| Product Catalog Management                     | ✓                                | ✓                               | ✓                                              | ✓                                            |
| Sales Enablement                               | \$                               | \$                              | \$                                             | ✓                                            |
| Quotes & Contracts                             | ✓                                | ✓                               | ✓                                              | ✓                                            |
| Rebate Management                              | \$                               | \$                              | \$                                             | \$                                           |
| Task Management, Activity Feed                 | ✓                                | ✓                               | ✓                                              | ✓                                            |
| Intelligent Sales - Visit Management           | ✓                                | ✓                               | ✓                                              | ✓                                            |
| Intelligent Sales - Field Inventory Management | ✓                                | ✓                               | ✓                                              | ✓                                            |
| Action Launcher                                | ✓                                | ✓                               | ✓                                              | ✓                                            |
| Work Order Management                          | ✓                                | ✓                               | ✓                                              | ✓                                            |
| Sales Agreement and Forecasting                | ✓                                | ✓                               | ✓                                              | ✓                                            |
| Sales Manager Target Setting                   | ✓                                | ✓                               | ✓                                              | ✓                                            |
| Asset Management and Product Tracking          | ✓                                | ✓                               | ✓                                              | ✓                                            |
| Opportunity Tracking                           | ✓                                | ✓                               | ✓                                              | ✓                                            |
| Medical Sales Email Generation                 | \$                               | \$                              | \$                                             | ✓                                            |
| Intelligent Document Automation                | ✓                                | ✓                               | ✓                                              | ✓                                            |
| Provider Relationship Management               | ✓                                | ✓                               | ✓                                              | ✓                                            |
| Automate business processes                    |                                  |                                 |                                                |                                              |
| Program Enrollment                             | ✓                                | ✓                               | ✓                                              | ✓                                            |
| Stage Management                               | ✓                                | ✓                               | ✓                                              | ✓                                            |
| Record Alerts                                  | ✓                                | ✓                               | ✓                                              | ✓                                            |

✓: Included in base SKU  
\$: Add-on or additional license required



|                                                                                | Life Sciences Cloud - Enterprise | Life Sciences Cloud - Unlimited | Life Sciences Cloud - Agentforce 1 for Service | Life Sciences Cloud - Agentforce 1 for Sales |
|--------------------------------------------------------------------------------|----------------------------------|---------------------------------|------------------------------------------------|----------------------------------------------|
| <b>Automate business processes</b>                                             |                                  |                                 |                                                |                                              |
| Knowledge Management                                                           | \$                               | ✓                               | ✓                                              | ✓                                            |
| Messaging & Bots                                                               | \$                               | ✓                               | ✓                                              | ✓                                            |
| Life Events/Business Milestones                                                | ✓                                | ✓                               | ✓                                              | ✓                                            |
| Service Reply Generation                                                       | \$                               | \$                              | ✓                                              | \$                                           |
| Work Summary Generation                                                        | \$                               | \$                              | ✓                                              | \$                                           |
| Digital Process Automation                                                     | ✓                                | ✓                               | ✓                                              | ✓                                            |
| Lightning App Builder                                                          | ✓                                | ✓                               | ✓                                              | ✓                                            |
| Healthcare APIs                                                                | ✓                                | ✓                               | ✓                                              | ✓                                            |
| CRM Analytics for Health Cloud                                                 | \$                               | \$                              | ✓                                              | ✓                                            |
| Digital Engagement                                                             | \$                               | \$                              | ✓                                              | \$                                           |
| Feedback Management                                                            | \$                               | \$                              | ✓                                              | \$                                           |
| Einstein Conversation Insights                                                 | \$                               | ✓                               | ✓                                              | ✓                                            |
| Service Cloud Voice                                                            | \$                               | \$                              | ✓                                              | \$                                           |
| Self-Service                                                                   | \$                               | \$                              | ✓                                              | \$                                           |
| Agentforce for Life Sciences Cloud                                             | \$<br>(Available as an add-on)   | \$<br>(Available as an add-on)  | ✓                                              | ✓                                            |
| Tableau Next                                                                   | \$                               | \$                              | ✓                                              | ✓                                            |
| Slack                                                                          | \$                               | \$                              | ✓<br>Enterprise Grid                           | ✓<br>Enterprise Grid +<br>Sales Elevate      |
| Marketing Cloud Engagement for Life Sciences                                   | \$                               | \$                              | \$                                             | \$                                           |
| Mulesoft for Life Sciences                                                     | \$                               | \$                              | \$                                             | \$                                           |
| Health Cloud Intelligence<br>(Revenue Intelligence and CRMA for HC)            | \$                               | \$                              | ✓                                              | ✓                                            |
| Customer Experience Intelligence                                               | \$                               | \$                              | ✓                                              | \$                                           |
| Einstein Next Best Action                                                      | 5k requests/month                | 5k requests/month               | 5k requests/month                              | 5k requests/month                            |
| Salesforce Foundations<br>(Marketing, Commerce, Data Cloud, Agentforce & more) | \$0 add-on                       | \$0 add-on                      | ✓                                              | ✓                                            |
| Agentforce Flexible Agreement                                                  | \$                               | \$                              | ✓                                              | ✓                                            |

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|                                                    | Life Sciences Cloud - Enterprise                                     | Life Sciences Cloud - Unlimited                                      | Life Sciences Cloud - Agentforce 1 for Service                       | Life Sciences Cloud - Agentforce 1 for Sales                         |
|----------------------------------------------------|----------------------------------------------------------------------|----------------------------------------------------------------------|----------------------------------------------------------------------|----------------------------------------------------------------------|
| <b>Scale care from anywhere</b>                    |                                                                      |                                                                      |                                                                      |                                                                      |
| Field Service                                      | \$                                                                   | \$                                                                   | \$                                                                   | \$                                                                   |
| Care Programs/Program Management                   | ✓                                                                    | ✓                                                                    | ✓                                                                    | ✓                                                                    |
| Flex Credits                                       | \$                                                                   | \$                                                                   | 1M credits/org/year                                                  | 1M credits/org/year                                                  |
| Salesforce Mobile App                              | \$                                                                   | \$                                                                   | \$                                                                   | \$                                                                   |
| Data Cloud                                         | 250K credits/org/year**                                              | 250K credits/org/year**                                              | 2.5M credits/org/year and 1 TB Storage<br>20 GB storage per user     | 2.5M credits/org/year and 1 TB Storage<br>20 GB storage per user     |
| Experience Cloud                                   | \$                                                                   | \$                                                                   | ✓<br>CC+ for Health Cloud                                            | ✓<br>External Apps for Health                                        |
| Scheduler                                          | 350 service appts/license/month<br>+<br>1000 service appts/org/month | 400 service appts/license/month<br>+<br>1000 service appts/org/month | 400 service appts/license/month<br>+<br>1000 service appts/org/month | 400 service appts/license/month<br>+<br>1000 service appts/org/month |
| Unified Health Scoring                             | \$                                                                   | \$                                                                   | \$                                                                   | \$                                                                   |
| <b>Drive productivity and coordination</b>         |                                                                      |                                                                      |                                                                      |                                                                      |
| Business Rules Engine                              | 10K calls/org/month                                                  | 50K calls/org/month                                                  | 50K calls/org/month                                                  | 50K calls/org/month                                                  |
| Omnistudio (calls per org per month)               | 100K calls/org/month                                                 | 1M calls/org/month                                                   | 1M calls/org/month                                                   | 1M calls/org/month                                                   |
| Lightning Flow Automation & Data Processing Engine | ✓                                                                    | ✓                                                                    | ✓                                                                    | ✓                                                                    |
| Customizable Profiles and Page Layouts             | Unlimited                                                            | Unlimited                                                            | Unlimited                                                            | Unlimited                                                            |
| Developer Sandbox                                  | 25                                                                   | 100                                                                  | 100                                                                  | 100                                                                  |

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\* Agentforce requires the \$0 Foundations SKU, which includes 1,000 leads, marketing email campaigns, Commerce Storefront, MIAW, and Data Cloud segmentation & activation credits.

- Life Sciences Cloud **Agentforce 1 for Service and Sales Editions** include 1M Flex Credits/org/year & 1 TB Storage provisioned to the org

- Life Sciences Cloud **Agentforce 1 for Service and Sales Editions** include 2.5M Data Cloud credits/org/year & 1TB storage provisioned to the org, plus 20 GB storage per user

- Life Sciences Cloud **Enterprise and Unlimited Editions** include 250K credits/org/year and 1 TB storage with the Data Cloud Everywhere (\$0) add-on SKU



|                                          | Life Sciences Cloud - Enterprise | Life Sciences Cloud - Unlimited | Life Sciences Cloud - Agentforce 1 for Service | Life Sciences Cloud - Agentforce 1 for Sales |
|------------------------------------------|----------------------------------|---------------------------------|------------------------------------------------|----------------------------------------------|
| Drive productivity and coordination      |                                  |                                 |                                                |                                              |
| Developer Pro Sandbox                    | \$                               | 5                               | 5                                              | 5                                            |
| Full Sandbox                             | \$                               | ✓                               | ✓                                              | ✓                                            |
| Lightning Platform & App Builder         | 25 apps                          | Unlimited                       | Unlimited                                      | Unlimited                                    |
| Custom Apps                              | 260                              | Unlimited                       | Unlimited                                      | Unlimited                                    |
| Active Validation Rules per Object       | 100                              | 500                             | 500                                            | 500                                          |
| Custom Objects                           | 100                              | 2,000                           | 2,000                                          | 2,000                                        |
| Custom Fields per Object                 | 500                              | 800                             | 800                                            | 800                                          |
| Data Storage per User                    | 20 MB                            | 120 MB                          | 120 MB                                         | 120 MB                                       |
| Get the most out of Salesforce           |                                  |                                 |                                                |                                              |
| Standard Success Plan                    | ✓                                | ✓                               | ✓                                              | ✓                                            |
| Premier Success Plan                     | \$                               | ✓                               | ✓                                              | ✓                                            |
| Signature Success Plan                   | \$                               | \$                              | \$                                             | \$                                           |
| Chat Support                             | \$                               | ✓                               | ✓                                              | ✓                                            |
| 24/7 Toll-Free Support                   | \$                               | ✓                               | ✓                                              | ✓                                            |
| Developer Support                        | \$                               | ✓                               | ✓                                              | ✓                                            |
| Access to Expert Coaching & Office Hours | \$                               | ✓                               | ✓                                              | ✓                                            |

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Any unreleased services or features referenced here are not currently available and may not be delivered on time or at all. Customers should make their purchase decisions based upon features that are currently available.

Prices quoted require an annual contract.

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