

Connect clinical to commercial on an agent-first platform for Life Sciences

- Accelerate R&D innovation with built-in compliance and Agentforce
- Integrate stakeholder engagement with real-time contextual 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)
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Plus, the clinical and commercial add-ons for your organization:



Participant Recruitment and Enrollment Consumption-based application for clinical operations. \$10,000 USD/org/year, increments of 100 patients referred (billed with annual contract)	Life Sciences Cloud for Customer Engagement Access to capabilities for agent-first commercial operations including an offline-ready iPad application. \$150 USD/user/month (billed with annual contract)
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Contact us to learn more about Life Sciences Cloud.

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Life Sciences
Cloud - EnterpriseLife Sciences
Cloud -
UnlimitedLife Sciences Cloud
- Agentforce 1 for
ServiceLife Sciences Cloud
- Agentforce 1 for
Sales

Engage efficiently and optimize revenue

Industry-Specific Data Models	✓	✓	✓	✓
Identity Verification	✓	✓	✓	✓
Engagement Interaction	✓	✓	✓	✓
Advanced Therapy Management	✓ (Up to 500 patients)	✓ (Up to 500 patients)	✓ (Up to 500 patients)	✓ (Up to 500 patients)
Social Determinants of Health	✓	✓	✓	✓
Assessments	✓	✓	✓	✓
Patient Card	✓	✓	✓	✓
Pharmacy Benefits Verification	✓	✓	✓	✓
Financial Assistance Programs	✓	✓	✓	✓
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	✓	✓	✓	✓

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Engage efficiently and optimize revenue

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	✓	✓	✓	✓
Site and Investigator Selection	✓	✓	✓	✓

Automate business processes

Program Enrollment	✓	✓	✓	✓
Stage Management	✓	✓	✓	✓
Record Alerts	✓	✓	✓	✓
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	\$	\$	✓	\$

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Automate business processes

Conversation Insights	\$	✓	✓	✓
Service Cloud Voice	\$	\$	✓	\$
Self-Service	\$	\$	✓	\$
Tableau Next	\$	\$	✓	✓
Slack	\$	\$	✓ Enterprise Grid	✓ Enterprise Grid + Sales Elevate
Marketing Cloud Engagement for Life Sciences	\$	\$	\$	\$
Mulesoft for Life Sciences	\$	\$	\$	\$
Health Cloud Intelligence (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 (Marketing, Commerce, Data 360, Agentforce & more)	\$0 add-on	\$0 add-on	✓	✓

Prebuilt Agentforce Capabilities

Site Selection	\$	\$	✓	✓
*Clinical Trial Candidate Matching	\$	\$	✓	✓
Investigator Selection	\$	\$	✓	✓
Benefits Reverification	\$	\$	✓	✓
Patient Benefits Summary	\$	\$	✓	✓
Program Outcome Management	\$	\$	✓	✓
**HCP Account Summarization	\$	\$	✓	✓
**Briefings: Podcast	\$	\$	✓	✓

*Requires Participant Recruitment and Enrollment add-on SKU

**Requires Life Sciences Cloud for Customer Engagement add-on SKU

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Life Sciences Cloud for Customer Engagement**

Product & Territory Management	\$	\$	\$	\$
Visit Management	\$	\$	\$	\$
Intelligent Content	\$	\$	\$	\$
Key Account Management	\$	\$	\$	\$
Medical Affairs	\$	\$	\$	\$
Field Events	\$	\$	\$	\$
Sample Management	\$	\$	\$	\$
HCP Account Summarization	\$	\$	\$	\$
Briefings: Podcast	\$	\$	\$	\$
Digital Marketing	\$	\$	\$	\$

Participant Recruitment and Enrollment*

Clinical Operations Data Model	\$	\$	\$	\$
Clinical Trial Candidate Matching	\$	\$	\$	\$
Inclusion/Exclusion Criteria	\$	\$	\$	\$
eConsent	\$	\$	\$	\$
Randomization Algorithms	\$	\$	\$	\$
Console App for Recruiters	\$	\$	\$	\$
Self-service portal (Powered by Experience Cloud)	\$	\$	\$	\$

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Scale care from anywhere

Field Service	\$	\$	\$	\$
Care Programs/Program Management	✓	✓	✓	✓
Salesforce Mobile App	\$	\$	\$	\$
Flex Credits	\$	\$	2.5M credits/org/year + 1 TB Storage 20 GB storage per user	2.5M credits/org/year + 1 TB Storage 20 GB storage per user
Data 360	250K credits/org/year**	250K credits/org/year**		
Experience Cloud	\$	\$	✓ CC+ for Health Cloud	✓ External Apps for Health
Scheduler	350 service appts/license/month + 1000 service appts/org/month	400 service appts/license/month + 1000 service appts/org/month	400 service appts/license/month + 1000 service appts/org/month	400 service appts/license/month + 1000 service appts/org/month

Drive productivity and coordination

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
Developer Pro Sandbox	\$	5	5	5
Full Sandbox	\$	✓	✓	✓
Lightning Platform & App Builder	25 apps	Unlimited	Unlimited	Unlimited
Custom Apps	260	Unlimited	Unlimited	Unlimited

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Drive productivity and coordination

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	\$	✓	✓	✓

✓ : Included in base SKU

\$: Add-on or additional license required

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.

This page is provided for information purposes only and subject to change. Contact a sales representative for detailed pricing information.

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