Health Cloud

Grow healthy relationships on the #1 AI CRM.

- Curate health experiences with trusted AI
- Connect care and service with real-time data
- Collaborate and scale with health automation

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

Health Cloud Enterprise
Out-of-the-box CRM for healthcare and life sciences.

Enterprise Edition

$350
USD/user/month
(billed with annual contract)

Health Cloud Unlimited
Unlimited CRM power and support for healthcare and life sciences.

Unlimited Edition

$525
USD/user/month
(billed with annual contract)

Health Cloud Agentforce 1 for Service
Gain health customers for life with the best of Salesforce service.

Agentforce 1 for Service Edition

$750
USD/user/month
(billed with annual contract)

Health 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)

	Health Cloud - Enterprise	Health Cloud - Unlimited	Health Cloud - Agentforce 1 for Service	Health Cloud - Agentforce 1 for Sales
Health Customer 360				
Industry-Specific Data Models	✓	✓	✓	✓
Identity Verification	✓	✓	✓	✓
Social Determinants	✓	✓	✓	✓
Healthcare APIs	✓	✓	✓	✓
Assessments	✓	✓	✓	✓
Care Team and Household Map	✓	✓	✓	✓
EHR Integration, HL7-Compliant Interface	✓	✓	✓	✓
MuleSoft Direct for Health Cloud	$	$	$	$
Data Cloud	250K credits/org/year*	250K credits/org/year	2.5M credits/org/year*	2.5M credits/org/year*

* Health Cloud Enterprise and Unlimited Editions include 250K Data Cloud credits/org/year and 1 TB storage with the Data Cloud Everywhere ($0) add-on SKU
* Health 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
* Health Cloud Agentforce 1 for Service and Sales Editions include 1M Flex Credits/org/year, provisioned to the org

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

	Health Cloud - Enterprise	Health Cloud - Unlimited	Health Cloud - Agentforce 1 for Service	Health Cloud - Agentforce 1 for Sales
Provide premium health services				
Contact Center for Health	✓	✓	✓	✓
Slack Enterprise Grid	$	$	✓	✓
Digital Engagement	$	$	✓	$
Feedback Management	$	$	✓	$
Einstein Conversation Insights	$	✓	✓	✓
Health Intelligence	$	$	✓	✓
Service Cloud Voice	$	$	✓	$
Self-Service	$	$	✓	$
Scale care from anywhere				
Integrated Care Management	✓	✓	✓	✓
Risk Stratification	✓	✓	✓	✓
Virtual Care*	✓	✓	✓	✓
Remote Monitoring Exception Management	✓	✓	✓	✓
Medication Review	✓	✓	✓	✓
Behavioral Health App & Crisis Support	✓	✓	✓	✓
Utilization Management	✓	✓	✓	✓
Referral Management	✓	✓	✓	✓
Field Service	$	$	$	$
Medication Management	✓	✓	✓	✓
Home Health	$	$	$	$
Marketing Cloud Engagement for Health	$	$	$	$
Experience Cloud for Health Cloud	$	$	Customer Community Plus for Health Cloud - 20 logins/month	External Apps for Health Cloud - 1 login/user/month
Scheduler	**350 service appts/mo**	**400 service appts/mo**	**400 service appts/mo**	**400 service appts/mo**

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	Health Cloud - Enterprise	Health Cloud - Unlimited	Health Cloud - Agentforce 1 for Service	Health Cloud - Agentforce 1 for Sales
Automate health business processes				
Program Enrollment	✓	✓	✓	✓
Intelligent Appointment Management	✓	✓	✓	✓
Knowledge Management	$	✓	✓	✓
Messaging & Bots	$	✓	✓	✓
Service Reply Generation	$	$	✓	$
Work Summary Generation	$	$	✓	$
Tableau Next	$	$	✓	✓
Customer Experience Intelligence	$	$	✓	$
Assessment Generation**	$	$	✓	✓
Sell efficiently and optimize revenue				
Spiff Platform	$	$	$	✓
Salesforce Maps	$	$	$	✓
Sales Planning	$	$	$	✓
Sales Enablement	$	$	$	✓
Quotes & Contracts	✓	✓	✓	✓
Action Launcher	✓	✓	✓	✓
Sales Agreement and Forecasting	✓	✓	✓	✓
Opportunity Tracking	✓	✓	✓	✓
Quotes & Contracts	✓	✓	✓	✓
Provider Relationship Management	✓	✓	✓	✓
Provider Network Management	$	$	$	$

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	Health Cloud - Enterprise	Health Cloud - Unlimited	Health Cloud - Agentforce 1 for Service	Health Cloud - Agentforce 1 for Sales
Agentforce for Health Cloud				
Agentforce for Health Cloud (Add-on)	$	$	✓	✓
Flex Credits	$	$	1M credits/org/year	1M credits/org/year
Salesforce Foundations (Marketing, Commerce, Data Cloud, Agentforce & more)	$0 add-on	$0 add-on	✓	✓
Agentforce Flexible Agreement	$	$	✓	✓
Sell efficiently and optimize revenue				
Einstein Next Best Action (requests per org. per month)	**5K** requests/month	**5K** requests/month	**5K** requests/month	**5K** requests/month
Benefit Sales & Administration	$	$	$	$
Medical Sales Email Generation	$	$	$	✓
Distribution Management	$	$	$	$
Data Storage per User	**20 MB**	**120 MB**	**120 MB**	**120 MB**
Drive productivity and coordination				
OmniStudio & Business Rules Engine (calls per org per month)	**100K (Omnistudio) 10K (BRE)**	**1M (Omnistudio) 50K (BRE)**	**1M (Omnistudio) 50K (BRE)**	**1M (Omnistudio) 50K (BRE)**
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**
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**

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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. Additional credits, data storage, or channels may be required depending on usage.

	Health Cloud - Enterprise	Health Cloud - Unlimited	Health Cloud Agentforce 1 for Service	Health Cloud Agentforce 1 for Sales
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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*Health Cloud d*elivers all the applicable health functionality on top of the CRM (Sales Cloud & Service Cloud) license of the same edition.
*Health Cloud - Agentforce 1 for Service Edition d*elivers additional health service functionality on top of the Health Cloud Unlimited edition.
*Health Cloud - Agentforce 1 for Sales Edition d*elivers additional health sales functionality on top of the Health Cloud Unlimited edition.

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.