Consumer Goods Cloud for Sales

License comparison sheet

CG Cloud for Sales Capabilities By Edition

Theme	Capability	Enterprise	Unlimited	Agentforce 1 Sales
Data Model	Base CG Cloud Data Model	✔	✔	✔
	Enhanced CG Cloud Data Model [e.g. visits, orders, surveys]	✔	✔	✔
	Retail Execution Offline Mobile	Not available	Not available	✔
	Offline Modeler	Not available	Not available	✔
	DSD Data Model	✔	✔	✔
	TPM Package Details	Add-on	Add-on	Add-on
	TPM Feature Set & Data Model	Add-on	Add-on	Add-on
	Experience Cloud for CG	Add-on	Add-on	✔
Org Entitlements	Org Allows Custom Profiles and Page Layouts	✔	✔	✔
	Org Allows Record Types⁹	✔	✔	✔
	Write Apex Code	✔	✔	✔
	Custom Apps Limit	Unlimited	Unlimited	Unlimited
	Custom Tabs Limit	Unlimited	Unlimited	Unlimited
	Custom Objects Limit	100	200	200
	Dev Sandbox	25	100	100
	Dev Pro Sandbox	0	5	5
	Partial Sandbox	1	1	1
	Full Sandbox	0	1	1
	Data Storage (GB) / org	10GB	10GB	10GB
	Data Storage (MB) / user	20	120	120
	File Storage (GB) / org	10GB	10GB	10GB
	File Storage (GB) / user	2GB	2GB	2GB
	API Calls / Usr Day / org	1000	5000	5000
	Additional Survey Responses / org	$ / 1000	$ / 1000	$ / 1000

CG Cloud for Sales Capabilities By Edition

Aug. 2025

Theme	Sales Capability	Enterprise	Unlimited	Agentforce 1 Sales
Admin	Process Builder	✔	✔	✔
	Workflow, Visual Workflow & Approval Processes[3]	✔	✔	✔
	Business Rules Engine(BRE) (Calls /Org/Month)	10k	50k	50k
	Omni Studio(Calls /Org/Month)	100k	1M	1M
	Decision Tables	✔	✔	✔
	Data Processing Engine (DPE)	✔	✔	✔
	Document Generation	✔	✔	✔
	Case Teams	✔	✔	✔
	Chatter	✔	✔	✔
	Create Flows & Processes	✔	✔	✔
	Create Approval Processes[11]	✔	✔	✔
	Custom Profiles	✔	✔	✔
	Custom Permission Sets	✔	✔	✔
	Identity	✔	✔	✔
	Identity Connect	Add-on	Add-on	Add-on
	Manage Users and Profiles[7]	✔	✔	✔
	CG Cloud Setup Assistant	✔	✔	✔
	Slack Enterprise Grid	Add-on	Add-on	✔

CG Cloud for Sales Capabilities By Edition

Theme	Sales Capability	Enterprise	Unlimited	Agentforce 1 Sales
Sales	Action Plans	Not Available	Not Available	✔
	Survey Responses / org	300	300	300
	Notes	✔	✔	✔
	Files	✔	✔	✔
	Account Manager Target	✔	✔	✔
	Advanced Account Forecasting	✔	✔	✔
	Sales Agreements	✔	✔	✔
	Accounts	✔	✔	✔
	Activities, Tasks	✔	✔	✔
	Assets	✔	✔	✔
	Calendar, Events	✔	✔	✔
	Campaigns	✔	✔	✔
	Leads	✔	✔	✔
	Opportunities	✔	✔	✔
	Orders	✔	✔	✔
	Products & Price Books	✔	✔	✔
	Quotes	✔	✔	✔
	Sales Contracts	✔	✔	✔
	Sales Programs	Not Available	Not Available	✔
	Sales Engagement	Not Available	✔	✔
	Salesforce Inbox (including AI Activity Capture, excluding Inbox Mobile app)	Not Available	✔	✔
	Console	✔	✔	✔
	Salesforce Contracts	Add-on	Add-on	Add-on
	Engage	Add-on	Add-on	Add-on

CG Cloud for Sales Capabilities By Edition

Aug. 2025

Theme	Sales Capability	Enterprise	Unlimited	Agentforce 1 Sales
Sales (Continued)	Salesforce CPQ	Add-on	Add-on	Add-on
	SPIFF	Add-on	Add-on	✔
	Account Teams	✔	✔	✔
	Advanced Sharing	✔	✔	✔
	Case Teams	✔	✔	✔
	Marketing (Manage Campaigns)	✔	✔	✔
	Forecasting	✔	✔	✔
	Opportunity Splits	✔	✔	✔
	Opportunity Teams	✔	✔	✔
	Send Email	✔	✔	✔
	Territory Management	✔	✔	✔
	Telesales	✔	✔	✔
Field Execution	Virtual Sales and Execution	Not Available	Not Available	✔
	Basic Inventory Tracking	Not Available	Not Available	✔
	Advanced Visits	Not Available	Not Available	✔
	Sales Folders/Sell Sheets	Not Available	Not Available	✔
	Quick Access Card	Not Available	Not Available	✔
	Order Capture 32	Not Available	Not Available	✔
	Penny Perfect Pricing 32	Not Available	Not Available	✔
	Multi Market	Not Available	Not Available	✔
	Org Unit Management	Not Available	Not Available	✔
	Store Audits & Surveys	Not Available	Not Available	✔
	Asset Management	Not Available	Not Available	✔
	Payment Collection	Not Available	Not Available	✔
	Inventory & Quotas	Not Available	Not Available	✔

CG Cloud for Sales Capabilities By Edition

Aug. 2025

Theme	Sales Capability	Enterprise	Unlimited	Agentforce 1 Sales
Field Execution (Continued)	Sales Planning	Add-on	Add-on	✔
	Planogram Compliance	Not Available	Not Available	✔
	Field Action Plans	Not Available	Not Available	✔
	Inventory Audit	Not Available	Not Available	✔
	Custom Work Tasks	Not Available	Not Available	✔
	Promotional Compliance	Not Available	Not Available	✔
	Product Assortments	Not Available	Not Available	✔
	Field Execution Mobile App	Not Available	Not Available	✔
	Shopping Cart	Not Available	Not Available	✔
	Mobile Order Capture	Not Available	Not Available	✔
	Delivery & Shipments	Not Available	Not Available	✔
	Salesforce Mobile Offline **NOT RETAIL EXECUTION**	✔	✔	✔
Direct Store Delivery	Warehouse Management	Add-on	Add-on	✔
	Driver & Vehicle Management	Add-on	Add-on	✔
	Tour Synchronization	Add-on	Add-on	✔
	Driver & Tour Cockpits	Add-on	Add-on	✔
	Route Management	Add-on	Add-on	✔
	Tour Management	Add-on	Add-on	✔
	Tour Configuration	Add-on	Add-on	✔
	Vehicle Identification/Details	Add-on	Add-on	✔
	Time Tracking	Add-on	Add-on	✔
	e-Signature Confirmation	Add-on	Add-on	✔
	Inventory Check-Out	Add-on	Add-on	✔
	Tour Truck Load	Add-on	Add-on	✔

CG Cloud for Sales Capabilities By Edition

Aug. 2025

Theme	Sales Capability	Enterprise	Unlimited	Agentforce 1 Sales
Direct Store Delivery (Continued)	Van-sales order creation	Add-on	Add-on	✔
	Return management	Add-on	Add-on	✔
	Cash collection	Add-on	Add-on	✔
	Invoice generation with invoice print	Add-on	Add-on	✔
Maps / Maps Advanced	Routing	Add-on	Add-on	✔
	Marker Layers	Add-on	Add-on	✔
	Mappable Objects	Add-on	Add-on	✔
	Basic Priority Scheduling	Add-on	Add-on	✔
	Advanced Priority Scheduling	Add-on	Add-on	✔
	Continous Routing	Add-on	Add-on	✔
	Data Trends with thematic mapping	Add-on	Add-on	✔
	Territory Visualization (Shape layers)	Add-on	Add-on	✔
	Mileage Administration	Add-on	Add-on	Add-on
Customer Service	Warranty Lifecycle Mgmt	Not Available	Not Available	Not Available
	Work Order Estimation	Not Available	Not Available	Not Available
	Asset Coverage View	Not Available	Not Available	Not Available
	Service Parts Return	Not Available	Not Available	Not Available
	Product Service Campaign	Not Available	Not Available	Not Available
	Cases	✔	✔	✔
	Employee Cases	✔	✔	✔

CG Cloud for Sales Capabilities By Edition

Aug. 2025

Theme	Sales Capability	Enterprise	Unlimited	Agentforce 1 Sales
Customer Service (Continued)	Contacts	✔	✔	✔
	Knowledge	✔	✔	✔
	Content	✔	✔	✔
	Documents	✔	✔	✔
	Entitlements	Not Available	Not Available	✔
	Service Contracts	Not Available	Not Available	✔
	Solutions	✔	✔	✔
	Work Orders	Not Available	Not Available	✔
	Employee Work Orders	Not Available	Not Available	✔
	Feedback Management	Not Available	Not Available	Not Available
	Asset Scheduling	Not Available	Not Available	✔
	Search Answers	Not Available	Not Available	Not Available
	Service Cloud Voice	Not Available	Not Available	Not Available
	Digital Engagement	Not Available	Not Available	✔
	Omni Channel Supervisor	Not Available	Not Available	Not Available
	Case Milestone Tracker	Not Available	Not Available	Not Available
	Identity Verification	Not Available	Not Available	Not Available
	CTI Integration	Not Available	Not Available	Not Available
	Social Customer Service Starter Pack	Not Available	Not Available	Not Available
	Help Center	Not Available	Not Available	Not Available
	Live Agent	Not Available	Not Available	✔
	Omnichannel	✔	✔	✔
	Social Starter	✔	✔	✔
	Lightning Scheduler	Not Available	Not Available	Add-on

CG Cloud for Sales Capabilities By Edition

Theme	Sales Capability	Enterprise	Unlimited	Agentforce 1 Sales
Data, AI, and Analytics	Reporting	✔	✔	✔
	Tableau CRM for CG - Product Overview	Add-on	Add-on	✔
	AI Prediction Builder Freemium	Add-on	Add-on	✔
	AI Visit Recommendations	Not Available	Not Available	✔
	AI Bot	Not Available	Not Available	✔
	AI Article Recommendation	Not Available	Not Available	✔
	AI Visit Task Recommendations	Not Available	Not Available	✔
	AI Conversation Insights	Not Available	✔	✔
	AI Relationship Insights	Not Available	✔	✔
	AI Case Classification	Not Available	Not Available	✔
	AI Case Wrap Up	Not Available	Not Available	✔
	Service Analytics	Not Available	Not Available	Not Available
	Consumer Goods Cloud Intelligence	Add-on	Add-on	✔
	Agentforce for Service	Not Available	Not Available	✔
	Agentforce for Sales	Add-on	Add-on	✔
	Agentforce for Consumer Goods Cloud Add-on	Add-on	Add-on	✔
	Agentforce Conversations	✔	✔	✔
	AI Activity Capture	✔	✔	✔
	Data Cloud Provisioning	Add-on	Add-on	✔
	Customer Data Cloud - Data Services Card (100K Credits)	Add-on	Add-on	✔
	AI Analytics	Add-on	Add-on	✔
	Customize Reports	✔	✔	✔
	Customize Dashboards	✔	✔	✔

Trade Promotion Management (TPM)

License comparison sheet

Trade Promotion Management Capabilities By Edition

Aug. 2025

Theme	Sales Capability	TPM	CPF
Admin	TPM Data model	✔	✔
	Customer Product List / Authorization Lists / Assortments	✔	✔
	Customer Trade Org Hierarchy	✔	✔
	Customer Sets	✔	✔
	Product - Bill Of Material / Custom Packs / Shipper	✔	Not Available
	Business Year definition	✔	✔
	Custom Calendar definition	✔	✔
	Multi Sales Org	✔	✔
	Integration	✔	✔
	Workflow Management	✔	✔
Strategic Planning	Price & Assortment Management	✔	✔
	Trade Budget Determination	✔	Not Available
	Trade Objectives & Targets Management	✔	✔
Budget Management	Fund Definition & Dimensionality	✔	Not Available
	Fixed-Fund Transfer & Administration	✔	Not Available
	Rate-Based Funding	✔	Not Available
	Fund Assignment Automation	✔	Not Available
	Checkbook & Funding Metrics	✔	Not Available
	Overspend Management	✔	Not Available
Account Planning	Account Plan Definition	✔	✔
	Baseline Prediction & Management*	✔	✔
	Long-Term Agreements	✔	Not Available
	Wholesaler / Distributor & Indirect Planning	✔	Not Available
	Account-Level Plan / Actual / LE KPIs	✔	✔
	Account-Level Scenario Planning	✔	Not Available

Trade Promotion Management Capabilities By Edition

Theme	Sales Capability	TPM	CPF
Promotion Planning	National Events	✔	Not Available
	Trade Calendar	✔	Not Available
	Customer-Specific Promotions	✔	Not Available
	Promotion-Level Plan / Actual / LE KPIs	✔	Not Available
	BOMs, Displays, Shippers, & Special Pack Planning	✔	Not Available
	JBP / Retailer-Specific KPIs	✔	✔
	Top-Down Promotion Distribution / Sign-Up	✔	Not Available
	Promotion-Level Scenario Planning	✔	Not Available
	Sub-Account Planning	✔	Not Available
	Promotion Scorecards	✔	Not Available
	Uplift Prediction*	✔	Not Available
	Approval Management	✔	Not Available
	Condition Management	✔	Not Available
Account Plan & Promotion Execution	Liability Accruals Management	✔	Not Available
	Performance & Forecast Monitoring	✔	Not Available
	Payment Request Import / Creation	✔	Not Available
	Commitment Revisions	✔	Not Available
	Invoice-Based Management	✔	Not Available
	Account, Operational & HQ Analytics	✔	✔
	Deduction Resolution	✔	Not Available
	Incremental Funds Request	✔	Not Available
	Tactic & Fund Actualization & Closure	✔	Not Available
	REX Integration: Orders Monitoring	✔	Not Available
	Proof of Performance Capture	✔	Not Available
	REX Integration: Promotion Feedback	✔	Not Available

Theme	Sales Capability	TPM	CPF
Post Event Analysis	**Post-Promotion ROI Summary**	✔	Not Available
	Customer Profitability Analysis	✔	Not Available
	Internal & External Data Analysis	✔	Not Available
	Retailer Scorecards	✔	Not Available
	Post-Promotion Causal Decomposition	✔	Not Available
	Spend Reconciliation & Reallocation	✔	Not Available

Customer Planning and Forecasting (CPF)

License comparison sheet

Customer Planning & Forecasting Capabilities By Edition

Aug. 2025

Theme	Sales Capability	TPM	CPF
Admin	TPM Data model	✔	✔
	Customer Product List / Authorization Lists / Assortments	✔	✔
	Customer Trade Org Hierarchy	✔	✔
	Customer Sets	✔	✔
	Product - Bill Of Material / Custom Packs / Shipper	✔	Not Available
	Business Year definition	✔	✔
	Custom Calendar definition	✔	✔
	Multi Sales Org	✔	✔
	Integration	✔	✔
	Workflow Management	✔	✔
Strategic Planning	Price & Assortment Management	✔	✔
	Trade Budget Determination	✔	Not Available
	Trade Objectives & Targets Management	✔	✔
Budget Management	Fund Definition & Dimensionality	✔	Not Available
	Fixed-Fund Transfer & Administration	✔	Not Available
	Rate-Based Funding	✔	Not Available
	Fund Assignment Automation	✔	Not Available
	Checkbook & Funding Metrics	✔	Not Available
	Overspend Management	✔	Not Available
Account Planning	Account Plan Definition	✔	✔
	Baseline Prediction & Management*	✔	✔
	Long-Term Agreements	✔	Not Available
	Wholesaler / Distributor & Indirect Planning	✔	Not Available
	Account-Level Plan / Actual / LE KPIs	✔	✔
	Account-Level Scenario Planning	✔	Not Available

Customer Planning & Forecasting Capabilities By Edition

Theme	Sales Capability	TPM	CPF
Promotion Planning	National Events	✔	Not Available
	Trade Calendar	✔	Not Available
	Customer-Specific Promotions	✔	Not Available
	Promotion-Level Plan / Actual / LE KPIs	✔	Not Available
	BOMs, Displays, Shippers, & Special Pack Planning	✔	Not Available
	JBP / Retailer-Specific KPIs	✔	✔
	Top-Down Promotion Distribution / Sign-Up	✔	Not Available
	Promotion-Level Scenario Planning	✔	Not Available
	Sub-Account Planning	✔	Not Available
	Promotion Scorecards	✔	Not Available
	Uplift Prediction*	✔	Not Available
	Approval Management	✔	Not Available
	Condition Management	✔	Not Available
Account Plan & Promotion Execution	Liability Accruals Management	✔	Not Available
	Performance & Forecast Monitoring	✔	Not Available
	Payment Request Import / Creation	✔	Not Available
	Commitment Revisions	✔	Not Available
	Invoice-Based Management	✔	Not Available
	Account, Operational & HQ Analytics	✔	✔
	Deduction Resolution	✔	Not Available
	Incremental Funds Request	✔	Not Available
	Tactic & Fund Actualization & Closure	✔	Not Available
	REX Integration: Orders Monitoring	✔	Not Available
	Proof of Performance Capture	✔	Not Available
	REX Integration: Promotion Feedback	✔	Not Available

Customer Planning & Forecasting Capabilities By Edition

Theme	Sales Capability	TPM	CPF
Post Event Analysis	**Post-Promotion ROI Summary**	✔	Not Available
	Customer Profitability Analysis	✔	Not Available
	Internal & External Data Analysis	✔	Not Available
	Retailer Scorecards	✔	Not Available
	Post-Promotion Causal Decomposition	✔	Not Available
	Spend Reconciliation & Reallocation	✔	Not Available

Retail Execution (REX)

License comparison sheet

Retail Execution Capabilities By Edition

Aug. 2025

Theme	Capability	Merchandiser	Field Sales	Strategic Sales	Agentforce 1 Sales
Data Model	CG Cloud Data Model	✔	✔	✔	✔
	Enhanced CG Cloud Data Model [e.g. visits, orders, surveys]	✔	✔	✔	✔
	Retail Execution Offline Mobile	✔	✔	✔	✔
	Offline Modeler	✔	✔	✔	✔
	DSD Data Model	✔	✔	✔	✔
	TPM Package Details	Not Available	Not Available	Add-on	Add-on
	TPM Feature Set & Data Model	Not Available	Not Available	Add-on	Add-on
	Experience Cloud for CG	Add-on	Add-on	Add-on	Add-on
Org	Org Allows Custom Profiles and Page Layouts	✔	✔	✔	✔
	Org Allows Record Types[9]	✔	✔	✔	✔
	Write Apex Code	Not Available	✔	✔	✔
	Custom Apps Limit	Unlimited	Unlimited	Unlimited	Unlimited
	Custom Tabs Limit	Unlimited	Unlimited	Unlimited	Unlimited
	Custom Objects Limit	10	20	100-200	200
	Dev Sandbox	25-100	25-100	25-100	100
	Dev Pro Sandbox	0	0-5	0-5	5
	Partial Sandbox	0	1	1	5
	Full Sandbox	0	0-1	0-1	1
	Data Storage (GB) / org	10GB	10GB	10GB	10GB
	Data Storage (MB) / user	20	20-120	20-120	120
	File Storage (GB) / org	10GB	10GB	10GB	10GB
	File Storage (GB) / user	2GB	2GB	2GB	2GB
	API Calls / Usr Day / org	1000	5000	5000	5000
	Additional Survey Responses / org	$ / 1000	$ / 1000	$ / 1000	$ / 1000

* Enterprise Edition is entitled to the lower value. Unlimited Edition is entitled to the higher value.

Retail Execution Capabilities By Edition

Theme	Sales Capability	Merchandiser	Field Sales	Strategic Sales	Agentforce 1 Sales
Admin	Process Builder	✔	✔	✔	✔
	Workflow, Visual Workflow & Approval Processes³	✔	✔	✔	✔
	Business Rules Engine(BRE) (Calls /Org/Month)	10k - 50k*	10k-50k*	10k-50k*	50k
	Omni Studio(Calls /Org/Month)	100k-1M	100k-1M	100k-1M	1M
	Decision Tables	✔	✔	✔	✔
	Data Processing Engine (DPE)	✔	✔	✔	✔
	Document Generation	✔	✔	✔	✔
	Case Teams	Not Available	✔	✔	✔
	Chatter	✔	✔	✔	✔
	Create Flows & Processes	Not Available	✔	✔	✔
	Create Approval Processes¹¹	Not Available	✔	✔	✔
	Custom Profiles	✔	✔	✔	✔
	Custom Permission Sets	✔	✔	✔	✔
	Identity	✔	✔	✔	✔
	Identity Connect	Add-on	Add-on	Add-on	Add-on
	Manage Users and Profiles⁷	Not Available			
	CG Cloud Setup Assistant	✔	✔	✔	✔
	Slack Enterprise Grid	Add-on	Add-on	Add-on	✔

* Enterprise Edition is entitled to the lower value, Unlimited Edition is entitled to the higher value

Theme	Sales Capability	Merchandiser	Field Sales	Strategic Sales	Agentforce 1 Sales
Sales	Action Plans	✔	✔	✔	✔
	Survey Responses / org	300	300	300	300
	Notes	✔	✔	✔	✔
	Files	✔	✔	✔	✔
	Account Manager Target	Not Available	Not Available	Not Available	✔
	Advanced Account Forecasting	Not Available	✔	✔	✔
	Sales Agreements	Not Available	✔	✔	✔
	Accounts	✔	✔	✔	✔
	Activities, Tasks	✔	✔	✔	✔
	Assets	✔	✔	✔	✔
	Calendar, Events	✔	✔	✔	✔
	Campaigns	✔	✔	✔	✔
	Leads	Not Available	✔	✔	✔
	Opportunities	Not Available	✔	✔	✔
	Orders	✔ (Read only)	✔	✔	✔
	Products & Price Books	✔	✔	✔	✔
	Quotes	Not Available	Not Available	✔	✔
	Sales Contracts	Not Available	✔	✔	✔
	Sales Programs	Not Available	Not Available	Not Available	✔
	Sales Engagement	✔ (UE only)	✔ (UE only)	✔ (UE only)	✔
	Salesforce Inbox (including Einstein Activity Capture, excluding Inbox Mobile app)	✔ (UE only)	✔ (UE only)	✔ (UE only)	✔
	Console	✔	✔	✔	✔
	Salesforce Contracts	Add-on	Add-on	Add-on	Add-on
	Engage	Add-on	Add-on	Add-on	Add-on

* Enterprise Edition is entitled to the lower value. Unlimited Edition is entitled to the higher value.

Retail Execution Capabilities By Edition

Theme	Sales Capability	Merchandiser	Field Sales	Strategic Sales	Agentforce 1 Sales
Sales (Continued)	Salesforce CPQ	Add-on	Add-on	Add-on	Add-on
	SPIFF	Add-on	Add-on	Add-on	✔
	Account Teams	Not Available	✔	✔	✔
	Advanced Sharing	✔	✔	✔	✔
	Case Teams	Not Available	✔	✔	✔
	Marketing (Manage Campaigns)	Read Only	✔	✔	✔
	Forecasting	✔	✔	✔	✔
	Opportunity Splits	Not Available	✔	✔	✔
	Opportunity Teams	Not Available	✔	✔	✔
	Send Email	✔	✔	✔	✔
	Territory Management	Not Available	✔	✔	✔
	Telesales	Not Available	Not Available	Not Available	✔
Field Execution	Virtual Sales and Execution	✔	✔	✔	✔
	Basic Inventory Tracking	Not Available	✔	✔	✔
	Advanced Visits	✔	✔	✔	✔
	Sales Folders/Sell Sheets	✔	✔	✔	✔
	Quick Access Card	✔	✔	✔	✔
	Order Capture	✔	✔	✔	✔
	Penny Perfect Pricing	Not Available	✔	✔	✔
	Multi Market	✔	✔	✔	✔
	Org Unit Management	✔	✔	✔	✔
	Store Audits & Surveys	✔	✔	✔	✔
	Asset Management	✔	✔	✔	✔
	Payment Collection	Not Available	✔	✔	✔
	Inventory & Quotas	Not Available	✔	✔	✔

Retail Execution Capabilities By Edition

Theme	Sales Capability	Merchandiser	Field Sales	Strategic Sales	Agentforce 1 Sales
Field Execution (Continued)	Sales Planning (Formerly known as Territory planning from Maps)	Add-on	Add-on	Add-on	✔
	Planogram Compliance	✔	✔	✔	✔
	Field Action Plans	✔	✔	✔	✔
	Inventory Audit	✔	✔	✔	✔
	Custom Work Tasks	✔	✔	✔	✔
	Promotional Compliance	✔	✔	✔	✔
	Product Assortments	✔	✔	✔	✔
	Field Execution Mobile App	✔	✔	✔	✔
	Shopping Cart	Not Available	✔	✔	✔
	Mobile Order Capture	Not Available	✔	✔	✔
	Delivery & Shipments	Not Available	✔	✔	✔
	Salesforce Mobile Offline **NOT RETAIL EXECUTION**	✔	✔	✔	✔
Direct Store Delivery	Warehouse Management	✔	✔	✔	✔
	Driver & Vehicle Management	✔	✔	✔	✔
	Tour Synchronization	✔	✔	✔	✔
	Driver & Tour Cockpits	✔	✔	✔	✔
	Route Management	✔	✔	✔	✔
	Tour Management	✔	✔	✔	✔
	Tour Configuration	✔	✔	✔	✔
	Vehicle Identification/Details	✔	✔	✔	✔
	Time Tracking	✔	✔	✔	✔
	e-Signature Confirmation	✔	✔	✔	✔
	Inventory Check-Out	✔	✔	✔	✔

Theme	Sales Capability	Merchandiser	Field Sales	Strategic Sales	Agentforce 1 Sales
Direct Store Delivery (Continued)	Tour Truck Load	✔	✔	✔	✔
	Van-sales order creation	Not Available	✔	✔	✔
	Return management	Not Available	✔	✔	✔
	Cash collection	Not Available	✔	✔	✔
	Invoice generation with invoice print	Not Available	✔	✔	✔
Maps / Advanced Maps	Routing	✔	✔	✔	✔
	Marker Layers	Not Available	Up to 50k	Up to 50k	✔
	Mappable Objects	Not Available	✔	✔	✔
	Basic Priority Scheduling	Not Available	✔	✔	✔
	Advanced Priority Scheduling	Not Available	Not Available	✔	✔
	Continous Routing	Not Available	Not Available	✔	✔
	Data Trends with thematic mapping	Not Available	Not Available	✔	✔
	Territory Visualization (Shape layers)	Not Available	✔	✔	✔
	Mileage Administration	✔	✔	✔	✔
Customer Service	Warranty Lifecycle Mgmt	Not Available	Not Available	✔	✔
	Work Order Estimation	Not Available	Not Available	✔	✔
	Asset Coverage View	Not Available	✔	✔	✔
	Service Parts Return	Not Available	Not Available	✔	✔
	Product Service Campaign	Not Available	Not Available	✔	✔
	Cases	✔	✔	✔	✔
	Employee Cases	✔	✔	✔	✔

Theme	Sales Capability	Merchandiser	Field Sales	Strategic Sales	Agentforce 1 Sales
Customer Service (Continued)	Contacts	✔	✔	✔	✔
	Knowledge	✔	✔	✔	✔
	Content	✔	✔	✔	✔
	Documents	✔	✔	✔	✔
	Entitlements	Not Available	✔	✔	✔
	Service Contracts	Not Available	Not Available	✔	✔
	Solutions	Not Available	✔	✔	✔
	Work Orders	✔	✔	✔	✔
	Employee Work Orders	✔	✔	✔	✔
	Feedback Management	Add-on	Add-on	Add-on	Add-on
	Asset Scheduling	Add-on	Add-on	Add-on	✔
	Search Answers	Add-on	Add-on	Add-on	Add-on
	Service Cloud Voice	Add-on	Add-on	Add-on	Add-on
	Digital Engagement	Add-on	✔ (UE Only)	✔ (UE Only)	✔
	Omni Channel Supervisor	Add-on	Add-on	Add-on	Add-on
	Case Milestone Tracker	Add-on	Add-on	Add-on	Add-on
	Identity Verification	Add-on	Add-on	Add-on	Add-on
	CTI Integration	Add-on	Add-on	Add-on	Add-on
	Social Customer Service Starter Pack	Add-on	Add-on	Add-on	Add-on
	Help Center	Add-on	Add-on	Add-on	Add-on
	Live Agent	Add-on	✔ (UE Only)	✔ (UE Only)	✔
	Omnichannel	Add-on	✔	✔	✔
	Social Starter	Add-on	✔	✔	✔
	Lightning Scheduler	Add-on	Add-on	Add-on	✔

Retail Execution Capabilities By Edition

Aug. 2025

Theme	Sales Capability	Merchandiser	Field Sales	Strategic Sales	Agentforce 1 Sales
Data, AI, and Analytics	Reporting	✔	✔	✔	✔
	Tableau CRM for CG - Product Overview	Add-on	Add-on	Add-on	✔
	AI Prediction Builder Freemium	Not Available	Not Available	✔	✔
	AI Visit Recommendations	Not Available	✔	✔	✔
	AI Bot	✔ (UE Only)	✔ (UE Only)	✔ (UE Only)	✔
	AI Article Recommendation	✔ (UE Only)	✔	✔	✔
	AI Visit Task Recommendations	Not Available	✔	✔	✔
	AI Conversation Insights	✔ (UE Only)	✔ (UE Only)	✔ (UE Only)	✔
	AI Relationship Insights	✔ (UE Only)	✔ (UE Only)	✔ (UE Only)	✔
	AI Case Classification	✔ (UE Only)	✔ (UE Only)	✔ (UE Only)	✔
	AI Case Wrap Up	✔ (UE Only)	✔ (UE Only)	✔ (UE Only)	✔
	Service Analytics	Not Available	Not Available	Not Available	Not Available
	Consumer Goods Cloud Intelligence	Not Available	Not Available	Not Available	✔
	Agentforce for Service	Not Available	Not Available	Not Available	✔
	Agentforce for Sales	Add-on	Add-on	Add-on	✔
	Agentforce for Consumer Goods Cloud Add-on	Add-on	Add-on	Add-on	✔
	Agentforce Conversations	✔	✔	✔	✔
	AI Activity Capture	100+	100+	100+	✔
	Data Cloud Provisioning	Add-on	Add-on	Add-on	✔
	Customer Data Cloud - Data Services Card (100K Credits)	Add-on	Add-on	Add-on	✔
	AI Analytics	Add-on	Add-on	Add-on	✔
	Customize Reports	Not Available	✔	✔	✔
	Customize Dashboards	Not Available	✔	✔	✔

Consumer Goods Cloud for Service

License comparison sheet

CG Cloud for Service Capabilities By Edition

Theme	Capability	Enterprise	Unlimited	Agentforce 1 Service
Data Model	CG Cloud Data Model	✔	✔	✔
	Enhanced CG Cloud Data Model [e.g. visits, orders, surveys]	✔	✔	✔
	Retail Execution Offline Mobile	Not available	Not available	Not available
	Offline Modeler	Not available	Not available	Not available
	DSD Data Model	✔	✔	✔
	TPM Package Details	Not available	Not available	✔
	TPM Feature Set & Data Model	✔	✔	✔
	Experience Cloud for CG	Add-on	Add-on	✔
Org Entitlements	Org Allows Custom Profiles and Page Layouts	✔	✔	✔
	Org Allows Record Types[9]	✔	✔	✔
	Write Apex Code	✔	✔	✔
	Custom Apps Limit	Unlimited	Unlimited	Unlimited
	Custom Tabs Limit	Unlimited	Unlimited	Unlimited
	Custom Objects Limit	100	200	200
	Dev Sandbox	25	100	100
	Dev Pro Sandbox	0	5	5
	Partial Sandbox	1	1	1
	Full Sandbox	0	1	1
	Data Storage (GB) / org	10GB	10GB	10GB
	Data Storage (MB) / user	20	120	120
	File Storage (GB) / org	10GB	10GB	10GB
	File Storage (GB) / user	2GB	2GB	2GB
	API Calls / Usr Day / org	1000	5000	5000
	Additional Survey Responses / org	$ / 1000	$ / 1000	$ / 1000

CG Cloud for Service Capabilities By Edition

Theme	Sales Capability	Enterprise	Unlimited	Agentforce 1 Service
Admin	Process Builder	✔	✔	✔
	Workflow, Visual Workflow & Approval Processes[3]	✔	✔	✔
	Business Rules Engine(BRE) (Calls /Org/Month)	10k	50k	50k
	Omni Studio(Calls /Org/Month)	100k	1M	1M
	Decision Tables	✔	✔	✔
	Data Processing Engine (DPE)	✔	✔	✔
	Document Generation	✔	✔	✔
	Case Teams	✔	✔	✔
	Chatter	✔	✔	✔
	Create Flows & Processes	✔	✔	✔
	Create Approval Processes[11]	✔	✔	✔
	Custom Profiles	✔	✔	✔
	Custom Permission Sets	✔	✔	✔
	Identity	✔	✔	✔
	Identity Connect	Add-on	Add-on	Add-on
	Manage Users and Profiles[7]	✔	✔	✔
	CG Cloud Setup Assistant	✔	✔	✔
	Slack Enterprise Grid	Add-on	Add-on	✔

CG Cloud for Service Capabilities By Edition

Theme	Sales Capability	Enterprise	Unlimited	Agentforce 1 Service
Sales	Action Plans	Not Available	Not Available	✔
	Survey Responses / org	300	300	300
	Notes	✔	✔	✔
	Files	✔	✔	✔
	Account Manager Target	✔	✔	✔
	Advanced Account Forecasting	Not Available	Not Available	✔
	Sales Agreements	✔	✔	✔
	Accounts	✔	✔	✔
	Activities, Tasks	✔	✔	✔
	Assets	✔	✔	✔
	Calendar, Events	✔	✔	✔
	Campaigns	✔	✔	✔
	Leads	✔	✔	✔
	Opportunities	✔	✔	✔
	Orders	✔	✔	✔
	Products & Price Books	✔	✔	✔
	Quotes	Not Available	Not Available	✔
	Sales Contracts	Not Available	Not Available	✔
	Sales Programs	Not Available	Not Available	✔
	Sales Engagement	Not Available	✔	✔
	Salesforce Inbox (including Einstein Activity Capture, excluding Inbox Mobile app)	Not Available	✔	✔
	Console	✔	✔	✔
	Salesforce Contracts	Add-on	Add-on	Add-on
	Engage	Add-on	Add-on	Add-on

CG Cloud for Service Capabilities By Edition

Theme	Sales Capability	Enterprise	Unlimited	Agentforce 1 Service
Sales (Continued)	Salesforce CPQ	Add-on	Add-on	Add-on
	SPIFF	Not Available	Not Available	Add-on
	Account Teams	✔	✔	✔
	Advanced Sharing	✔	✔	✔
	Case Teams	✔	✔	✔
	Marketing (Manage Campaigns)	✔	✔	✔
	Forecasting	✔	✔	✔
	Opportunity Splits	Not Available	Not Available	Not Available
	Opportunity Teams	✔	✔	✔
	Send Email	✔	✔	✔
	Territory Management	Not Available	Not Available	✔
	Telesales	✔	✔	
Field Execution	Virtual Sales and Execution	Not Available	Not Available	Not Available
	Basic Inventory Tracking	Not Available	Not Available	Not Available
	Advanced Visits	Not Available	Not Available	Not Available
	Sales Folders/Sell Sheets	Not Available	Not Available	Not Available
	Quick Access Card	Not Available	Not Available	Not Available
	Order Capture	✔	✔	✔
	Penny Perfect Pricing	✔	✔	✔
	Multi Market	✔	✔	✔
	Org Unit Management	✔	✔	✔
	Store Audits & Surveys	Not Available	Not Available	Not Available
	Asset Management	✔	✔	✔
	Payment Collection	Not Available	Not Available	Not Available
	Inventory & Quotas	Not Available	Not Available	Not Available

CG Cloud for Service Capabilities By Edition

Theme	Sales Capability	Enterprise	Unlimited	Agentforce 1 Service
Field Execution (Continued)	Live Reporting	Not Available	Not Available	✔
	Sales Planning	Add-on	Add-on	Add-on
	Planogram Compliance	Not Available	Not Available	Not Available
	Field Action Plans	Not Available	Not Available	Not Available
	Inventory Audit	Not Available	Not Available	Not Available
	Custom Work Tasks	Not Available	Not Available	Not Available
	Promotional Compliance	Not Available	Not Available	Not Available
	Product Assortments	Not Available	Not Available	Not Available
	Field Execution Mobile App	Not Available	Not Available	Not Available
	Shopping Cart	Not Available	Not Available	Not Available
	Mobile Order Capture	Not Available	Not Available	Not Available
	Delivery & Shipments	Not Available	Not Available	Not Available
	Salesforce Mobile Offline **NOT RETAIL EXECUTION**	Not Available	Not Available	Not Available
Direct Store Delivery	Warehouse Management	Not Available	Not Available	Not Available
	Driver & Vehicle Management	Not Available	Not Available	Not Available
	Tour Synchronization	Not Available	Not Available	Not Available
	Driver & Tour Cockpits	Not Available	Not Available	Not Available
	Route Management	Not Available	Not Available	Not Available
	Tour Management	Not Available	Not Available	Not Available
	Tour Configuration	Not Available	Not Available	Not Available
	Vehicle Identification/Details	Not Available	Not Available	Not Available
	Time Tracking	Not Available	Not Available	Not Available
	e-Signature Confirmation	Not Available	Not Available	Not Available
	Inventory Check-Out	Not Available	Not Available	Not Available

CG Cloud for Service Capabilities By Edition

Theme	Sales Capability	Enterprise	Unlimited	Agentforce 1 Service
Direct Store Delivery (Continued)	Tour Truck Load	Not Available	Not Available	Not Available
	Van-sales order creation	Not Available	Not Available	Not Available
	Return management	Not Available	Not Available	Not Available
	Cash collection	Not Available	Not Available	Not Available
	Invoice generation with invoice print	Not Available	Not Available	Not Available
Maps / Advanced Maps	Routing	Add-on	Add-on	Add-on
	Marker Layers	Add-on	Add-on	Add-on
	Mappable Objects	Add-on	Add-on	Add-on
	Basic Priority Scheduling	Add-on	Add-on	Add-on
	Advanced Priority Scheduling	Add-on	Add-on	Add-on
	Continous Routing	Add-on	Add-on	Add-on
	Data Trends with thematic mapping	Add-on	Add-on	Add-on
	Territory Visualization (Shape layers)	Add-on	Add-on	Add-on
	Mileage Administration	Add-on	Add-on	Add-on
Customer Service	Warranty Lifecycle Mgmt	✔	✔	✔
	Work Order Estimation	✔	✔	✔
	Asset Coverage View	✔	✔	✔
	Service Parts Return	✔	✔	✔
	Product Service Campaign	✔	✔	✔
	Cases	✔	✔	✔
	Employee Cases	✔	✔	✔

CG Cloud for Service Capabilities By Edition

Theme	Sales Capability	Enterprise	Unlimited	Agentforce 1 Service
Customer Service (Continued)	Contacts	✔	✔	✔
	Knowledge	✔	✔	✔
	Content	✔	✔	✔
	Documents	✔	✔	✔
	Entitlements	✔	✔	✔
	Service Contracts	✔	✔	✔
	Solutions	✔	✔	✔
	Work Orders	✔	✔	✔
	Employee Work Orders	✔	✔	✔
	Feedback Management	Add-on	Add-on	✔
	Asset Scheduling	Add-on	Add-on	✔
	Search Answers	Add-on	Add-on	✔
	Service Cloud Voice	Add-on	Add-on	✔
	Digital Engagement	Add-on	Add-on	✔
	Omni Channel Supervisor	✔	✔	✔
	Case Milestone Tracker	✔	✔	✔
	Identity Verification	✔	✔	✔
	CTI Integration	✔	✔	✔
	Social Customer Service Starter Pack	✔	✔	✔
	Help Center	✔	✔	✔
	Live Agent	Add-on	✔	✔
	Omnichannel	✔	✔	✔
	Social Starter	✔	✔	✔
	Lightning Scheduler	Not Available	Not Available	✔

CG Cloud for Service Capabilities By Edition

Theme	Sales Capability	Enterprise	Unlimited	Agentforce 1 Service
Data, AI, and Analytics	Reporting	✔	✔	✔
	Tableau CRM for CG - Product Overview	Add-on	Add-on	✔
	AI Prediction Builder Freemium	Add-on	Add-on	✔
	AI Visit Recommendations	Not Available	Not Available	Not Available
	AI Bot	Not Available	✔	✔
	AI Article Recommendation	✔	✔	✔
	AI Visit Task Recommendations	Not Available	Not Available	Not Available
	AI Conversation Insights	Not Available	✔	✔
	AI Relationship Insights	Not Available	✔	✔
	AI Case Classification	Not Available	Not Available	✔
	AI Case Wrap Up	Not Available	Not Available	✔
	Service Analytics	Add-on	Add-on	✔
	Consumer Goods Cloud Intelligence	Add-on	Add-on	✔
	Agentforce for Service	Add-on	Add-on	✔
	Agentforce for Sales	Not Available	Not Available	✔
	Agentforce for Consumer Goods Cloud Add-on	Add-on	Add-on	✔
	Agentforce Conversations	✔	✔	✔
	AI Activity Capture	100	✔	✔
	Data Cloud Provisioning	Add-on	Add-on	✔
	Customer Data Cloud - Data Services Card (100K Credits)	Add-on	Add-on	✔
	AI Analytics	Add-on	Add-on	✔
	Customize Reports	✔	✔	✔
	Customize Dashboards	✔	✔	✔