

B2B Commerce Use Case Limitations

Included Use Cases	Excluded Use Cases
Accounts (Object Access) (B2B Commerce Only*)	Activities, Tasks (Object Access)
Cases (Object Access) (B2B Commerce Only*)	Assets (Object Access)
Customize Reports (User Permission) (B2B Commerce Only*)	Calendar, Events (Object Access)
Customize Dashboards (User Permission) (B2B Commerce Only*)	Content (Object Access)
Approval Processes (User Feature) (B2B Commerce Only*)	Ideas (Object Access)
Live Chat (User Feature) (B2B Commerce Only*)	Knowledge (Object Access)
B2B Commerce Templates (All other templates are Excluded Use Cases)	Sales Contracts (Object Access)
	Service Contracts (Object Access)
	Service Entitlements (Object Access)
	Work Orders (Object Access)
	Templates (except for B2B Commerce Templates)
	Gamification (App)
	Send Email (User Permissions)
	Service Appointments (Functionality)

*B2B Commerce Only is defined as activities related to orders transacted through a B2B Commerce storefront; all other uses/activities require a Customer Community Plus subscription.