



Modernize the entire education experience.

Here's how it works:

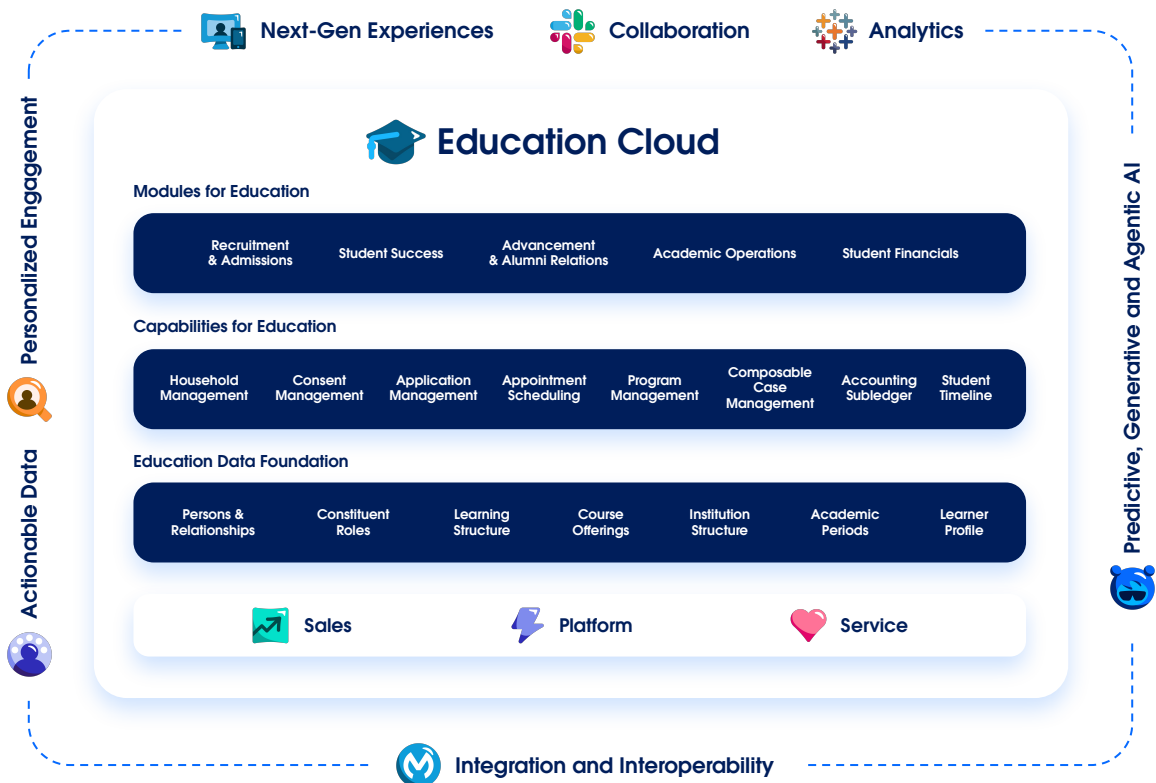
Powered by the #1 AI CRM and next-gen SIS capabilities, Education Cloud accelerates time to value for institutions of all sizes and makes it easier to create modern user experiences.

- 1 Streamline catalog management with automation and AI.
- 2 Unlock the full student story with actionable insights.
- 3 Simplify registration through a connected experience.
- 4 Modernize student financials with real-time transparency.

+33%

Increase in productivity

Source: Salesforce Customer Success Metrics



Contact us to learn more: sfdc.co/academicoperations



We designed Education Cloud with the flexibility to meet evolving constituent needs, fast. Built with a learner-centric data foundation that allows you to easily scale as you grow, Education Cloud provides a set of core capabilities alongside a module for academic operations.

Core Solution Features

Capability	Description
360-Degree Views of Every Student	Unify critical student information – academic history, grades, GPA, and more – in one, secure place. Easily manage student holds and blocks to streamline registration and compliance.
Account Management	Empower student accounts with efficient management, focusing on data accuracy and streamlined processes.
Agentforce: Course Search Support	Empower learners to make more informed decisions with an AI agent that provides personalized course guidance throughout the education journey. Autonomously answer students' questions 24/7 and provide detailed insights into class content aligned to their academic goals.
Agentforce: Student Financials	Reduce financial stress for students with an AI agent that provides real-time transparency into balances and fees. Easily understand costs for any academic decision, empowering learners to efficiently plan their academic futures with confidence.
Always-On Analytics	Review progress toward enrollment goals with prebuilt dashboards. Predict course demand to better inform faculty staffing.
Billing and Payment Processing	Simplify your institution's billing and payment experience with a comprehensive financial hub that gives students, families, and staff everything they need in one place. View invoices, track payment history, and make secure payments.
Holistic Student Insights	Visualize learners' progress faster by unifying student data—academic, wellbeing, LMS engagement, and more with Data Cloud for Education. Take action on AI-powered insights to keep students on track and increase retention.
Effortless Registration Management	Unify your data and processes for a seamless and stress-free registration experience. Manage course demand and optimize capacity with configurable waitlists aligned to your enrollment policies. Enable learners to find best-fit classes, check availability, confirm eligibility, and complete registration, all in one place.
Fee Management	Provide staff with a robust framework to manage and analyze institutional fees, ensuring comprehensive revenue oversight.

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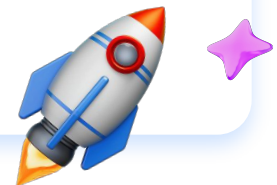
Core Solution Features (continued)

Capability	Description
Financial Aid Insights	Empower students and staff to navigate the financial aid process with a unified hub. Gain real-time insights into every stage of the aid journey from application through disbursement with personalized, agentic guidance, and seamless data integration.
Flexible Catalog Design	From degrees and certificates to badges and micro-credentials, create all types of learning programs aligned to any number of outcomes. Quickly define and structure program details with prerequisites, corequisites, and recommended classes.
Intelligent Degree Planning	Help learners navigate degree planning with ease, ensuring a smooth path to graduation. Enable advisors to track progress, collaborate on informed program decisions, and shape each unique academic journey through an intuitive interface.
SIS Rules Engine at Scale	Automate time-consuming processes and boost staff efficiency with an extensible, no-code SIS rules engine.
Skills Generator	Connect the dots between your curriculum and the skills learners need to succeed in the world of work. Use trusted AI to analyze program and course information, identify market-relevant skills, and then generate a list of skills that can be added to coursework descriptions.
Streamlined Enrollment Views	Access readily available enrollment data to better understand learners' unique needs and make informed decisions to improve student success.
Student Portal	Create a secure, digital portal for learners to manage their education journeys.
Transfer Credit	Instantly estimate transferability of prior learning and guide students through official transfer credit requests. Answer transfer credit questions, provide helpful estimates, and kickstart student applications with an AI agent. Simplify academic planning and fast-track enrollment decisions.



“We wanted to combine our CRM with our student record approach. With Salesforce, we have one university information system that streamlines processes and enables our students to seamlessly move through the lifecycle.”

Dr. Melik Peter Houry, President & CEO
Unity Environmental University



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