

### Experience Cloud Sites and Users

### Internal, External and Guest Users in Salesforce

#### The 5 Experience Cloud License Tiers

|                                |                                                                                                                       |
|--------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| <b>External Apps</b>           | B2C, Customer Portal, peer-to-peer forums; 1K's or 1M's of users                                                      |
| <b>Partner Community</b>       | B2B commerce; Salesforce object access; Partner relationship management, Broker portals, dealer sites                 |
| <b>Customer Community</b>      | B2C, Customer Portal, peer-to-peer forums; 1K's or 1M's of users                                                      |
| <b>Customer Community Plus</b> | Customer Community + B2B & B2C use cases w/ no sales center; Full sharing, reports & dashboards                       |
| <b>Channel Accounts</b>        | Same as Partner Community, but packaged differently based on number of partners instead of number of individual users |

#### NOTE

Site users must be associated with an account

#### Account Types

|                          |                     |
|--------------------------|---------------------|
| <b>Person Accounts</b>   | A site user         |
| <b>Business Accounts</b> | Represent companies |

#### NOTE

- Person accounts only work with External Apps, Customer Community & Customer Community Plus licenses.
- Many site users can be associated with one business account.

#### How an Experience Site Lives in an Org Recap

- You purchased community licenses
- Created users using accounts
- You have one or multiple sites in your org
- Associate users as members of a site

#### NOTE

- The same user can be a member of multiple sites.
- A site can have different users with different license types associated to it.

#### Create Site User with Person or Business Accounts

Convert the partner's account to a Partner Account → `Enable Partner Account` action in account details screen.

Create a contact in the account → `Enable Partner User` action from a contact record associated with the account.

Convert the contact into a site user → `Assign Partner Community license and Partner Community User profile to the user in the New User screen after the Enable Partner User action.`

#### How an Experience Site Lives in an Org Example

- You purchased 10K Customer Community licenses for your support community
- You purchased 500 Partner Community licenses for your reseller site
- You created 1K customer users via accounts and made them members of the support community
- You created 250 partner users via accounts and made them members of the partner reseller site
- You also added those same 250 partner users to the support community so they can support your customers

