

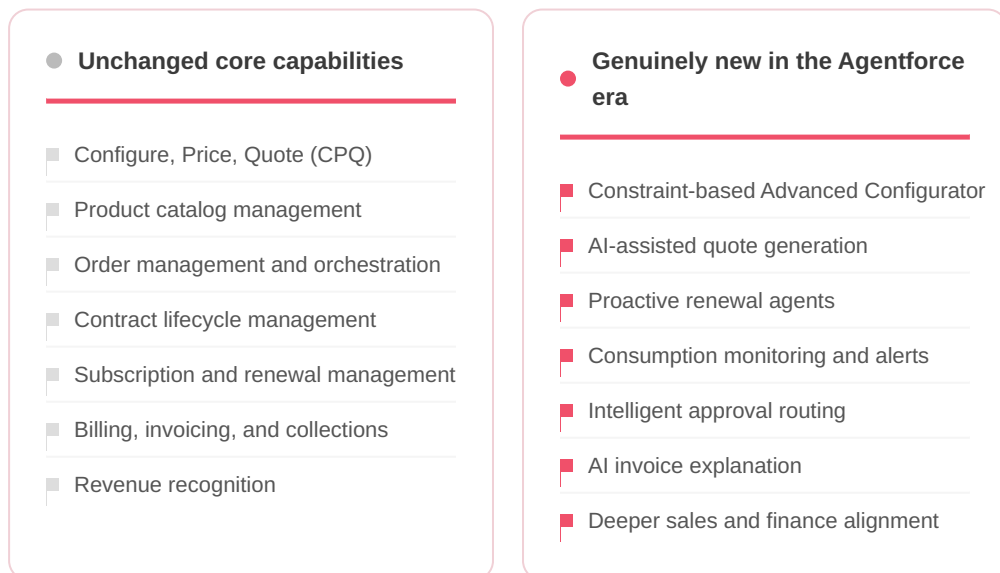
# Salesforce Revenue Cloud vs. Agentforce Revenue Management: What's the Difference?

The same platform through four naming eras: what changed, what didn't, and what buyers actually need to know

## 01. NAMING EVOLUTION



## 02. WHAT STAYED VS. WHAT'S NEW



## 03. AI REALITY CHECK: WHAT'S ACTUALLY AVAILABLE TODAY

#### USABLE NOW

##### Works in production orgs

- ▶ Order and asset status queries
- ▶ Guided selling Q&A vs. catalog
- ▶ Renewal alert and task creation
- ▶ Historical pricing guidance

#### NEEDS SETUP

##### Available, not plug-and-play

- ▶ Intelligent approval routing
- ▶ Consumption monitoring
- ▶ Invoice explanation agents
- ▶ Requires clean underlying data

#### STILL MATURING

##### On the roadmap

- ▶ Fully autonomous quote generation
- ▶ End-to-end deal execution
- ▶ Contract negotiation agents
- ▶ Real-time pricing optimisation

## 04. THE SELF-SERVICE GAP NOBODY MENTIONS

### Revenue Cloud handles the back end. The customer experience layer is a separate conversation.

Agentforce Revenue Management handles quoting, billing, renewals, and amendments very well, but it does not include a customer-facing portal. If your subscribers need to browse plans, upgrade, manage seats, or download invoices themselves, that experience layer is not native to the platform. Building it requires significant configuration and, depending on scope, may require additional licensing.

**How Advanced Communities solves it:** Every Revenue Cloud implementation includes a purpose-built self-service subscription accelerator at no extra cost, letting customers manage their own subscriptions, upgrades, and billing from a branded portal, without additional licensing or custom development.

## 05. FIVE THINGS TO VERIFY BEFORE YOU SIGN

1

### Which modules are in your license?

Read Salesforce's license help article before your AE call, not after.

2

### New architecture or legacy CPQ?

A migration is a real project, not a license swap. Clarify upfront.

3

### Which AI agents are active?

Agents aren't on by default. Ask what's included vs. extra SKUs.

4

### What's the self-service plan?

Scope this during discovery, not after go-live. The cost difference is significant.

5

### How does ERP integration work?

NetSuite or SAP sync still needs explicit integration design.

Advanced Communities, certified Salesforce Revenue Cloud implementation partner

[advancedcommunities.com/revenue-cloud](https://advancedcommunities.com/revenue-cloud)