



Flex Credits

Rate Card

A quantity of Flex Credits is included with certain Salesforce Services, with the specific entitlement indicated on the Usage Details table on the Order Form for such Services. Flex Credits must be used before the Order End Date set forth in the Usage Details table on the Order Form, and no rollover will be permitted. Customer consumes Flex Credits at the applicable multiplier rate based on the Usage Type identified below.

Category	Usage Type		Multiplier	
			Production Environment	Sandbox Environment
Agentforce Actions	Standard Action		20	16
	Custom Action		20	16
Agentforce Voice Actions	Standard Voice Action		30	24
	Custom Voice Action		30	24
Bring Your Own Large Language Models	Starter Prompts*		2	
Salesforce-enabled foundational LLMs	Basic Prompts*		2	
	Standard Prompts*		4	
	Advanced Prompts*		16	
Category	Usage Type	Unit	Multiplier	
Speech Foundations	Translation	Per 1M characters translated	4,000	

Usage types and associated multipliers may be updated from time to time.

*Applies to Agentforce 1 Edition Customers and Agentforce for Sales/Service/Industries Customers and any other Products that no longer use Einstein Requests, in addition to Agentforce Actions Usage Types which are consumed by all Product types.

To learn more about how Flex Credits are consumed, and when other types of credits are consumed with generative AI features, please visit [Agentforce and Generative AI Usage and Billing](#) in Salesforce Help.

Use of any pilot features in conjunction with the Services may consume Flex Credits, to the extent expressly referenced in the applicable pilot terms agreed to by Customer for such pilot.

Updated as of November 18, 2025. Technical restrictions may apply.