



Flex Credits

Supplement Rate Card: Agentforce Voice Minutes

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 for Agentforce Voice Minutes identified below.

Category	Usage Type	Unit	Multiplier	
			Production Environment	Sandbox Environment
Agentforce Voice	Agentforce Voice Minutes*	Per minute	60	48

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

*The Agentforce Voice Actions usage types set forth on the [Flex Credits Rate Card](#) do not apply to Customers that have purchased Agentforce Voice Minutes and instead the Agentforce Voice Minutes usage type applies.

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 February 3, 2026. Technical restrictions may apply.