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.
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.

For clarity, the Sandbox multiplier applies to pre-production environments, which include sandboxes as well as scratch orgs, when Services are used in such pre-production environments.

Usage types, tiers, and associated multipliers may be updated from time to time. Changes to tiers will be treated as multiplier changes.

Agentforce

Category	Usage Type	Multiplier	
		Production Environment	Sandbox Environment
Agentforce Actions	Standard Action	20	16
	Custom Action	20	16
Agentforce Voice Actions[1]	Standard Voice Action	30	24
	Custom Voice Action	30	24
Bring Your Own Large Language Models[2]	Starter Prompts	2	2
Salesforce-enabled foundational LLMs[2]	Basic Prompts	2	2
	Standard Prompts	4	4
	Advanced Prompts	16	16

Service

Category	Usage Type	Multiplier	
		Production Environment	Sandbox Environment
Help Agent Resolutions	Help Agent Resolutions	400	0
IT and HR Employee Agent Resolutions	IT and HR Employee Agent Resolutions	400	0

Sales

Category	Usage Type	Multiplier	
		Production Environment	Sandbox Environment
Customer Engagement	Leads Worked	400	320

Speech Foundations

Category	Usage Type	Unit	Multiplier	
			Production Environment	Sandbox Environment
Speech Foundations	Speech to Text	Per hour of transcription	150	150
	Text to Speech	Per 1M characters translated	6,000	6,000
	Translation	Per 1M characters translated	4,000	4,000

To learn more about when Flex Credits are consumed for Agentforce, Service, Sales and Speech Foundations, and when other types of credits are consumed with generative AI features, please visit Agentforce and Generative AI Usage and Billing in Salesforce Help.

[1]For certain customers, the Agentforce Voice Minutes usage type may apply instead. Information on Agentforce Voice Minutes Usage types here.

[2]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.

Customer 360 Platform

Category	Usage Type	Multiplier
Customer 360 Platform[3]	Headless Platform Interaction	TBA

[3] Usage types apply to Headless 360 usage only which are in addition to other Usage Types as set forth in this Rate Card. To learn more about when Flex Credits are consumed for Headless 360 and when other usage types are consumed, please visit https://sfdc.co/usage_headless.

Personalization

Category	Usage Type	Unit	Multiplier	
			Production Environment	Sandbox Environment
Personalization	Personalization Decisioning	Per 1 Thousand Decisions	100	100

To learn more about Flex Credits consumption for Personalization, please visit Billable Usage Type for Personalization in Salesforce Help.

Slack Workspace

Category	Usage Type	Multiplier
Slackbot Actions	Slackbot Standard Action	40
	Slackbot Advanced Action	200

Multipliers are per Slack Workspace. To learn more about Flex Credits consumption for Slack, please visit Billable Usage Types for Slackbot in Salesforce Help.

Data 360

Usage Type	Unit	Volume-based Multipliers in Production[4]				Sandbox[5]
		Base Tier Multiplier *Up to 300k credits*	Tier 2 Multiplier *300k - 1.5M credits*	Tier 3 Multiplier *1.5M - 12.5M credits*	Tier 4 Multiplier *After 12.5M credits*	
Data 360 Prep	Per 1 Million Rows Processed	40	32	16	8	32
Data 360 Unification	Per 1 Million Rows Processed	75,000	60,000	30,000	15,000	60,000
Data 360 Segmentation	Per 1 Million Rows Processed	50	40	20	10	40
Data 360 Activation	Per 1 Million Rows Processed	60	48	24	12	48
Data 360 Zero-Copy Sharing-Out	Per 1 Million Rows Shared	60	48	24	12	48
Data 360 Queries	Per 1 Million Rows Processed	3	2.4	1.2	0.6	2.4
Data 360 Unstructured Processing	Per 1 Megabyte Processed	150	120	60	30	120
Data 360 Intelligent Processing	Per 1 Megabyte Processed	600	480	240	120	480
Data 360 Streaming Pipeline	Per 1 Million Rows Processed	3,500	2,800	1,400	700	2,800
Data 360 Real-Time Pipeline	Per 1 Million Combined Events, API & Actions	250,000	200,000	100,000	50,000	200,000
Data 360 Code Extension	Per Compute Unit	40	32	16	8	32

To learn more about how Flex Credits are consumed for Data 360 and for usage type information, please visit Data 360 Billing in Salesforce Help.

[4]Tier multipliers are based on the individual usage type and reset on the first day of each calendar month. Tier thresholds are inclusive of the upper limit. For example, Tier 2 includes up to the 1,500,000th credit; Tier 3 multiplier begins at credit 1,500,001.

[5]Data 360 in Sandbox environments does not utilize tiered multipliers.

Updated as of November 3, 2026. Technical restrictions may apply.