



# Agentforce

## Conversations Rate Card

A quantity of Conversations is included with certain Salesforce Services, with the specific entitlement indicated on the Usage Details table on the Order Form for such Services. Conversations 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 Conversations at the applicable multiplier rate based on the Usage Type identified below. Use of certain Agentforce features may also consume Einstein Requests and Data Services Credits.

| Usage Type                                   | Multiplier |
|----------------------------------------------|------------|
| Agentforce (ASA Messaging, Sales Coach, SDR) | 1          |

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

Additional information about usage types, including when Einstein Requests and Data Services Credits are consumed, can be found at: <http://sfdc.co/agentforce-usage-types>.

Updated as of December 2024. Technical restrictions may apply.

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