



Customer Experience Intelligence

Rate Card

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

Usage Type	Multiplier
Customer Experience Intelligence Signals	1

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

Additional information about usage types, including when Einstein Requests and Data Cloud Credits are consumed, can be found at:

https://help.salesforce.com/s/articleView?id=service.concept_cxi_billing_usage_type.htm&type=5.

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