



Flex Credits

Rate Card for Agentforce

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.

Usage Type	Multiplier	
	Production Environment	Sandbox Environment
Standard Action	20	16
Custom Action	20	16

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

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

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 May 2025. Technical restrictions may apply.

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