

Softcat Plc - Salesforce Lightning Agentforce Service (formerly Lightning Service Cloud)

Detailed Pricing

Agentforce Service (formerly Service Cloud)		Unit Price by Volume Band (subscribers from-to)				
Description	Unit	1-99	100-199	200-499	500-999	1000+
Agentforce Service - Enterprise Edition	User/Month	£96.23	£62.11	£56.12	£48.19	£42.16
Agentforce Service - Unlimited Edition	User/Month	£147.00	£119.92	£104.46	£89.00	£73.50
Description - Flex Users	Unit	1-99	100-199	200-499	500-999	1000+
Agentforce Service - Flex User - Enterprise Edition	User/Month	£9.90	£6.39	£5.78	£4.96	£4.34
Agentforce Service - Flex User - Unlimited Edition	User/Month	£14.59	£11.90	£10.37	£8.83	£7.30
Description	Unit	1-99	100-199	200-499	500-999	1000+

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Agentforce Field Service - Dispatcher - Enterprise Edition	User/Month	£96.23	£73.50	£70.56	£61.74	£51.94
Agentforce Field Service - Dispatcher - Unlimited Edition	User/Month	£147.00	£141.12	£123.48	£105.84	£94.08
Agentforce Field Service - Contractor - Enterprise Edition	User/Month	£35.40	£25.87	£24.74	£19.40	£17.56
Agentforce Field Service - Contractor - Unlimited Edition	User/Month	£35.40	£25.87	£24.74	£19.40	£17.56
Agentforce Field Service - Contractor Plus - Enterprise Edition	User/Month	£49.10	£37.63	£31.58	£27.09	£23.94
Agentforce Field Service - Contractor Plus - Unlimited Edition	User/Month	£49.10	£37.63	£31.58	£27.09	£23.94
Agentforce Field Service - Field Technician - Enterprise Edition	User/Month	£96.23	£69.09	£66.53	£58.21	£48.51
Agentforce Field Service - Field Technician - Unlimited Edition	User/Month	£147.00	£132.30	£117.60	£97.02	£82.32
Agentforce Field Service+ - Enterprise Edition	User/Month	£115.47	£82.91	£79.84	£69.85	£58.21

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Agentforce Field Service+ - Unlimited Edition	User/Month	£176.40	£158.76	£141.12	£116.42	£98.78
Description - Agentforce Service Voice	Unit	1-99	100-199	200-499	500-999	1000+
Agentforce Service Voice - Enterprise Edition	User/Month	£31.21	£21.84	£19.74	£16.80	£14.70
Agentforce Service Voice - Unlimited Edition	User/Month	£25.20	£22.89	£22.75	£19.09	£15.54
Description	Unit	1+				
Digital Engagement	Subscription/Month	£39.69				
Digital Engagement - Additional Conversations (100) ¹	Subscription/Month	£21.17				
Digital Engagement - Additional Triggered & Bulk Messages (1,000) (annual only)	Annual Subscription	£20.41				
Digital Engagement - WhatsApp Outbound Messages (1,000) (Annual)	Annual Subscription	£39.90				

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Digital Engagement - Short Code Set Up	Annual Subscription	£2,142.00
Einstein for Service Add On*	Subscription/Month	£46.62
Agentforce Service Einstein - 10,000 Additional Case Routing Predictions	Subscription/Month	£39.90
Knowledge	User/Month	£26.46
Identity Verification Credits	Subscription/Month	£997.50
Feedback Management - Starter - Enterprise Edition	Subscription/Month	£5,103.00
Feedback Management - Growth- Enterprise Edition	Subscription/Month	£17,388.00
Feedback Management - Starter - Unlimited Edition	Subscription/Month	£5,103.00
Feedback Management - Growth- Unlimited Edition	Subscription/Month	£17,388.00

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Description	Unit	1-24	25-99	100-199	200-499	500+
Appointment Assistant	Subscription/Month	£14.14	£12.20	£10.29	£9.87	£8.61
Visual Remote Assistant	Subscription/Month	£36.54	£35.70	£34.86	£34.02	£32.76
Description	Unit	1-49	50-1499	1500 - 1999	2000+	
Einstein Bots	Subscription/Month	£39.90	£23.52	£16.80	£15.54	
Percentage Based Products			Unit Price			
Description	Unit	%				
Salesforce Shield	% of Net Price	30%				
Platform Encryption	% of Net Price	20%				

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Event Monitoring	% of Net Price	10%
Field Audit Trail	% of Net Price	10%
Description		%
Sandbox (Developer Pro) ²	% of Net Price	5%
Sandbox (Partial Copy) ²	% of Net Price	20%
Sandbox (Full Copy) ²	% of Net Price	30%
Salesforce Data Mask	% of Net Price	10%
Description		%
Premier Success Plan	% of Net Price	18%

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Premier Success Plan - Heroku	% of Net Price	18%
Premier Success Plan - Pardot	% of Net Price	18%

Description	Term
*	Products identified with asterisk (*) are Phased Out Products. Phased Out Products can only be purchased by Customer that has already purchased the same Phased Out Product before and continues using the Phased Out Product at least until the end of the term identified in the new Order Form.
1 - Additional Conversations (100)	Due to local SMS data rates in the UK, use of one (1) Additional Conversation will use two (2) Conversations. This "multiplier" of 2x is subject to change.
2 - Sandbox (Developer Pro) 2 - Sandbox (Partial Copy) 2 - Sandbox (Full Copy)	% of NET price for Agentforce Sales, Agentforce Service, Force.com, Chatter Plus, Communities, Knowledge-only and Portal Users (all types). Enterprise Edition (EE) includes 1 Sandbox (Partial Copy). Unlimited Edition (UE) includes 5 Sandbox (Developer Pro), 1 Sandbox (Partial Copy), 1 Sandbox (Full Copy).

The pricing above shall also apply to existing Customers who have legacy Stock Keeping Units (SKU) on existing Orgs, per Edition as appropriate: Agentforce Service Lightning CRM - Professional Edition, Agentforce Service Lightning CRM - Enterprise Edition, or Agentforce Service Lightning CRM - Unlimited Edition. For clarity, any new Orgs shall use the new SKUs, as above.

All prices are quoted exclusive of VAT.

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