



Coveo for Salesforce

Editions & Pricing

| | FREE | PRO | ENTERPRISE |
|-----------------------------------|--|--|--|
| Ideal for: | Users looking for a fast, no-barriers onramp to AI-powered search for Salesforce content only. | Users needing AI-powered search and recommendations for cloud-based content. | Users requiring powerful AI-powered search and recommendations while harnessing cloud and on-premise content from across the enterprise. |
| Content Sources | Salesforce Content Only | Salesforce Cloud-Based Content | 50+ Sources Cloud-based Content On-Premise Content |
| Works with: | Community Cloud Platform | Community Cloud, Service Cloud Sales Cloud, Platform | Community Cloud, Service Cloud Sales Cloud, Platform |
| Number of Users or Queries | Unlimited | <p>COMMUNITY CLOUD: 100,000 queries per month included*</p> <p>SERVICE CLOUD: Up to 65 users included in base price* or SALES CLOUD: Up to 150 users included in base price* or PLATFORM: Up to 350 included in base price*</p> <p><i>See below for additional per user pricing per cloud</i></p> | Contact Us |
| Sources | Salesforce Only | <p>Cloud Sources Only</p> <p>Choose Salesforce Source, Plus any 2 Cloud sources from following:</p> <p>Web, Sitemap, Push API, REST API, Amazon S3, RSS, YouTube, Confluence Cloud, Google Drive (work & personal), Dropbox, Box, JIRA Cloud, Microsoft SharePoint Online, Jive Cloud, Lithium, Microsoft OneDrive for Business, Zendesk</p> <p>View Sources</p> | <p>All Cloud Sources All On-Prem Sources</p> <p>Choose any number of sources from entire stack of Cloud and On-Prem sources</p> <p>View Sources</p> |
| Maximum # of content items | - | <p>500,000 Items Included</p> <p>\$500/mo</p> <p>for each additional 500,000 Items Maximum 1M total</p> | Contact Us |
| Pricing | \$0 | Starting at \$1,750/mo | Contact us |

* Any combination of Community Cloud, Service Cloud, Sales Cloud and Platform users can be blended to reach \$1,750 base price/mo.

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|--|--------------------------|---|---|
| Salesforce Cloud | Community Cloud Platform | Community Cloud, Service Cloud Sales Cloud, Platform | Community Cloud, Service Cloud, Sales Cloud, Platform |
| Cloud Indexing | Salesforce Index | ✓ | ✓ |
| Users and Volume* | | | |
| Service Cloud Users | - | Up to 65 users included in base price \$27.50 per additional user/mo. or | Contact Us |
| Community Cloud Users | Unlimited | 100,000 queries per month included in base price or | Contact Us |
| Sales Cloud Users | - | Up to 120 Sales Cloud users included in base price \$15.00 per additional user/mo or | Contact Us |
| Platform Users | Unlimited | Up to 350 Platform users included in base price \$5 per additional user/mo | Contact Us |
| Machine Learning | | | |
| Automatic Relevance Tuning | ✓ | ✓ | ✓ |
| Query Suggest | ✓ | ✓ | ✓ |
| Term Detection | ✓ | ✓ | ✓ |
| Coveo ML Recommendation Engine | - | ✓ | ✓ |
| Coveo ML Personalization | - | ✓ | ✓ |
| Self-Service Case Deflection Workflow | - | ✓ | ✓ |

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ENTERPRISE

Coveo Usage Analytics (UA)

| | | | |
|--------------------|------------|---|---|
| UA Events | 100,000/mo | Unlimited search-related events 100,000 custom events/mo | Unlimited search-related events 100,000 custom events/mo |
| UA Data Visibility | 1 month | 6 months | Multi-year |
| UA Dashboards | 5 | Unlimited | Unlimited |
| Custom Dimensions | - | 10 | 25 |

Customer Success and Support

| | | | |
|------------------------------------|---|---|------------|
| Community and Self-Service Support | ✓ | ✓ | ✓ |
| Basic Support | Optional \$800/mo | ✓ | ✓ |
| Implementation Support | \$5,000 Implementation Starter Package Recommended | \$5,000 Implementation Starter Package Highly Recommended | Contact Us |
| Coveo Customer Success Packages | - | Basic Package Included Additional Packages Available | Contact Us |
| Non-production orgs | None Available | 0 Non-Prod Org Included Additional Non-Prod Orgs Available | Contact Us |

Terms

| | | | |
|--------------------|---------------|-------------------------|------------|
| Minimum commitment | No commitment | 36 months | 36 months |
| Price | \$0 | Starting at \$1,750/mo. | Contact Us |