

|   | FREE                         | EXPRESS                      | ENTERPRISE                                    |
|---|------------------------------|------------------------------|---|
| Price   | \$0                          | \$800 <sup>+</sup> / month   | Contact Us                                    |
| Salesforce Cloud                                  | Community Cloud<br>App Cloud | Community Cloud<br>App Cloud | Community Cloud<br>Service Cloud<br>App Cloud |
| Cloud Indexing                                    |                              |                              | <b>✓</b>                                      |
| Content Sources                                   |                              |                              |   |
| Data Sources: Salesforce Content                  | <b>✓</b>                     | <b>✓</b>                     | <b>✓</b>                                      |
| Data Sources: Cloud and On-Premise Applications   |                              |                              | <b>✓</b>                                      |
| Usage Analytics                                   |                              |                              |   |
| Usage Analytics Events                            | 100,000 / month              | 250,000 / month              | Tiered*                                       |
| Usage Analytics Dashboards                        | 5                            | 15                           | 50  |
| Data Export                                       |                              | <b>✓</b>                     | <b>~</b>                                      |
| Data Visibility                                   | 1 month                      | 6 months                     | Contact Coveo                                 |
| Machine Learning (Powered by Coveo Reveal Engine) |                              |                              |   |
| Automatic Relevance Tuning                        | <b>✓</b>                     | <b>✓</b>                     | <b>✓</b>                                      |
| Query Suggest                                     | <b>✓</b>                     | <b>✓</b>                     | <b>~</b>                                      |
| Term Detection                                    | <b>✓</b>                     | <b>✓</b>                     | <b>✓</b>                                      |
| Recommendations                                   |                              | <b>✓</b>                     | <b>~</b>                                      |
| Personalization                                   |                              | <b>✓</b>                     | <b>~</b>                                      |
| Support and Customer Success                      |                              |                              |   |
| Online Community Support                          | <b>✓</b>                     | <b>✓</b>                     | <b>~</b>                                      |
| Support   |                              | <b>*</b> *                   | **  |
| Customer Success                                  |                              | <b>*</b> *                   | **  |