API LICENSE TERMS
Apply to all products licensed by the Customer

1. Customer may utilize the Sprinklr API for up to 1000 calls per hour.

2. Access to the Sprinklr API and any data provided thereunder, shall be considered part of the Platform pursuant to the Agreement and Customer shall have the right to access and use the Sprinklr API according to the License granted therein.

3. The Sprinklr API is subject to the terms of the Connected Services. Sprinklr has no control over the rights granted and limitation imposed by the Connected Services, however Customer must abide by all applicable terms of the Connected Services. Such limitations may limit that transfer of data received from the Sprinklr API, and as a result, this may impact any Use Case(s), resulting in the requirement that Sprinklr approve all Use Cases(s).

4. Customer may utilize the services of a third party in order to develop Applications invoking the Sprinklr API on behalf of another Sprinklr user. These third party individuals will be given access to documentation about the Sprinklr API, access to the contracted API endpoints and will be given access to authenticate to the Sprinklr API. It is the sole responsibility of Customer to notify Sprinklr immediately if Customer has revoked the services of the third party. Sprinklr shall have no responsibility nor be liable for any continued access of a third party where Customer has failed to notify Sprinklr of their required access revocation.

5. Customer shall provide the names of the authorized individuals to access the Sprinklr API and shall notify Sprinklr of any changes to this list of authorized employees.

6. Approved Sprinklr API Use Case(s): Customer understands and agrees that the Sprinklr API may be used for the following Use Cases only:
   - Asset Management: The Sprinklr API may be used to manage assets in Sprinklr. Examples of this include creating and updating assets, as well as retrieving assets to integrate with an external asset manager.
   - CRM Integration: The Sprinklr API may be used to integrate Sprinklr with external CRM systems. Examples of this include collecting and transferring approved message, profile, and case data into external CRM systems. Customer understands that using social network data for creating/updating profiles, co-mingling data, retargeting or advertising to users may be restricted or prohibited by certain social network terms based on their terms of service and will not engage in such activity if the activity is restricted or prohibited.
   - Publishing: The Sprinklr API may be used to create shortened links outside of Sprinklr.
   - Analytics: The Sprinklr API may be used to collect metrics around data for internal use and to integrate with other reporting systems. Customer understands that the API connection should not be used as a replacement for data providers.
   - Listening Data: If Listening is not purchased, Customer understands that any data that requires a re-syndication fee will not pass through the Sprinklr API. Sprinklr is responsible for ensuring that the API connection stream is restricted to only data that is processed/transferred through Sprinklr without an additional data plan for licensing in a third-party application.
   - Chatbot: The Sprinklr API may be used to enhance message workflow in Sprinklr when responding to messages with a chatbot. Customer understands that the Sprinklr API will not be used for publishing outside of Sprinklr, but may be used to create draft messages in Sprinklr and update message workflow properties to assist with workflow functions in Sprinklr.

7. Customer understands and agrees that any use cases for the Sprinklr API other than those listed herein, must be pre-approved by Sprinklr, in Sprinklr's sole discretion.

8. Customer understands and agrees that use of the Sprinklr API herein is subject to the Twitter Limited Data License (EULA), located at www.sprinklr.com/ofterms which is hereby agreed to as part of the applicable Order Form.