

# CREDITS - VIEW USAGE

The **Credits** section is your dashboard for monitoring plan consumption and managing your subscription. You can access this area by clicking the '**View Usage**' button on the left-side panel.

At the top of the menu, you will see a quick summary of your **Credits Left** and the number of days until the plan **renews**.

This section is divided into three main tabs: **Plan**, **Credits**, and **Conversations**.

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## Plan Overview

In this tab, you can view your current plan details and manage your subscription.

### Plan Details

You will see a breakdown of your current status, including:

- **Plan:** The name of your active plan.
- **Identities:** The number of identities included.
- **Plan Credits:** The total credits allocated by your base plan.
- **Add-on Credits:** Extra credits purchased separately.
- **Price:** The monthly cost.
- **Top-up Date:** When the plan renews.
- **Balance:** The total amount available (Plan + Add-ons) .

### Managing Your Subscription

You have two main options to modify your subscription:

1. **Change Plan:** Redirects you to the platform chat to contact a human agent.
2. **Buy More:** Allows you to purchase additional credits via chat.

**Note:** You can use these buttons to contact an agent, or you can contact your **Account Manager directly**. They will evaluate your case and offer a customized solution according to your needs. Both methods ultimately connect you with your Account Manager .

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## Credit Usage History

This tab allows you to track exactly how your credits are being consumed. You can analyze usage by time, user, and specific action types.

### Actions that Consume Credits

The system tracks usage for the following activities:

- **Scrapings:** Extracting data for companies or contacts.
- **Enrichments:** Finding emails, phone numbers, etc.
- **Execution of AI variables:** Using AI to generate personalized data.

### Filters and Tracking

You can filter the data by specific time ranges, including **Today**, **Yesterday**, **Daily**, **This Week**, **Last Week**, **This Month**, **Last Month**, or **Last 28 days**.

The view includes detailed charts:

- **Credits usage by action type:** Tracks how credits are consumed across different actions (e.g., AI completion vs. Enrich contact email) .
- **Credits usage by user:** Tracks how credits are consumed by different team members (e.g., Mikaela vs. Samara) .

## Monthly Conversations

This tab focuses specifically on conversations.

### Usage Breakdowns

You can analyze conversations broken down by:

- **Time:** Visualized via a line graph showing daily usage.
- **Campaigns:** A pie chart showing "Conversations usage by campaigns" to track consumption across different active campaigns .
- **Identities:** A pie chart showing "Conversations usage by identities" to see which team members are initiating the most conversations .

## Renewal Policy

It is important to understand how credit resets work:

- **Monthly Reset:** Credits are automatically renewed at the beginning of each month (the 1st of each month) .
- **Rollover Policy:** As a general rule, credits that are not consumed **will not be carried over** to the following month. However, there might be occasional and specific exceptions .