



FourNet (4net) Cloud NICE
CXOne Contact Centre

Pricing for G Cloud Services

Named	Description	G Cloud Price
Voice Agent	Core voice telephony with ACD/IVR, integrated softphone and standard call controls.	£35.39
Digital Agent	Email, web chat, social and SMS in one desktop with unified digital routing.	£48.02
Omni Agent	Full omnichannel: voice plus all digital channels with unified queueing and recording.	£58.05
Essentials Suite	Omnichannel plus audio/screen recording and Quality Management.	£68.37
Core Suite	Essentials plus Workforce Management and performance dashboards.	£86.58
Complete Suite	Core plus Interaction Analytics (speech & text) and Customer Feedback	£107.76
Concurrent	Description	G Cloud Price
Voice Agent	Same as Voice Agent, licensed by simultaneous users rather than named users.	£49.08
Digital Agent	Same as Digital Agent, licensed by simultaneous users rather than named users.	£67.50
Omni Agent	Same as Omni Agent, licensed by simultaneous users rather than named users.	£80.00
Essentials Suite	Same as Omni Agent, licensed by simultaneous users rather than named users.	£96.67
Core Suite	Same as Omni Agent, licensed by simultaneous users rather than named users.	£122.27
Complete Suite	Same as Omni Agent, licensed by simultaneous users rather than named users.	£150.13

Users	SIP Channels	Price
500	25	1.74
1000	50	1.21
2000	75	0.97
3000	100	0.89
5000	150	0.83
7000	200	0.80
8000	220	0.78

Configured (Named)	G Cloud Price
Omni Agent	£47.00
Essentials Suite	£60.00
Complete Suite	£84.00
Expert KB Standalone pricing	£13.99
Complete Suite with Expert KB	£86.00

Concurrent	G Cloud Price
Omni Agent	£49.12
Essentials Suite	£59.43
Complete Suite	£89.23
Expert KB	£13.99

NICE CXone AI enabled Subscriptions: Usage Costs	G Cloud Price
Active Storage Per GB	£0.30
Long Term Storage Per GB, Per Month	£0.05
Long Term Storage Retrieval Per GB	£0.79
Interaction Analytics Per Agent	£11.50
Bot Builder Per Session	£0.03
Mpower Agent Builder Per Session	£0.04
Copilot for Agents: Voice Per Session	£0.10

Copilot for Agents: Digital Per Session	£0.09
AutoSummary Per Session	£0.06
Copilot for Digital Supervisors Per Session	£0.03
Copilot for Voice Supervisors Per Session	£0.05
Autopilot Digital Per Session (Conversational AI capability)	£0.14
Autopilot Voice Per Call (Conversational AI capability)	£0.20
Automatic Speech Recognition (ASR) Per Minute	£0.03
Expert Standard Knowledgebase Admin User Per Admin, Per Month	£12.00
Workflow Configuration Platform Per Instance, Per Month	£248.93
Workflow Transaction Overage Per 1k Transactions	£0.39
Screen Recording Advanced Per Agent, Per Month	£3.20
World Voice DID Per DID, Per Month	£4.50

NICE CXone Add On/Level Up licences	G Cloud Price
CXone Quality Management	£12.50
CXone Quality Management Advanced	£19.50
CXone Interaction Analytics	£11.50
CXone Interaction Analytics Advanced	£30.00
CXone Interaction Analytics Premium	£39.50
CXone Workforce Management (WFM)	£12.00
CXone Workforce Management (WFM) Advanced	£20.00

CXone Screen Recording	£7
CXone Audio Recording Advanced	£11.00
CXone Expert Knowledge Management Employee PuPm	£12.00
CXone Expert Knowledge Management Public site FAQ per system pcm	£643.00
CXone Expert Knowledge Management Advanced Employee	£25.67
CXone Feedback Mgt PuPm	£26.00
CXone Feedback Mgt SMS Gateway per system per month	£790.00
CXone Feedback Mgt SMS Long Code	£172.00
CXone Feedback Mgt Survey Response Bundle 1-1000 responses	£0.60
CXone Agent for Service Cloud Voice (Salesforce)	£10.00
CXone Agent CRM Integration	£14.50
CXone Workflow Configuration Platform CRM Per system per month	£308.00
CXone Real Time Integration Guidance	£14.80
CXone Personal Connection Dialler PuPm	£16.50

Network Services	G Cloud Price
SIP Channel	£6.00
DDI	£0.50
New Geographical Numbers	£0.50
Single Line Port Geographic Number	£16.00
Multi Line Port with Block 1-10 DDI's	£74.00

Multi Line Port with Block >10 DDI's	£139.00
Out of Hours Port event (M-F)	£180.00
Out of Hours Port event (Sat)	£360.00

FourNet NICE CXone Bundles Capability/Feature Matrix			
	CXone Omnichannel Suite	Cxone Essentials Suite	CXone Complete Suite
ACD/IVR Voice Agent	✓	✓	✓
Digital Channels	✓	✓	✓
Ports	2or3	2or3	2or3
Integrated Softphone	✓	✓	✓
Active Storage	5GB	5GB	5GB
CXone Audio Recording	✓	✓	✓
CXone Audio Recording Advanced		✓	✓
CXone Screen Recording		✓	✓
CXone Quality Management		✓	✓
CXone Workforce Management (WFM)			✓
CXone Performance Management			✓
CXone Feedback Management			✓
CXone Interaction Analytics			✓
FourNet Bundle Pricing	£47.00	£60.00	£86.00

FourNet adopts a modular approach to providing cost-effective G-Cloud RM1557 services, with a strong focus on customisation to meet exact customer specifications. The approach is grounded in customer consultations and adheres to several key principles:

Modular Design: The service is structured into modules, enabling customers to select only the components they need. This modularity ensures that the minimum cost is maintained while allowing customers to customise their services, as necessary.

Consultative Design: FourNet emphasises consultations to understand customer requirements precisely. Through consultations, FourNet ensures that the design of services directly aligns with customer needs, leading to more accurate bespoke services.

Scalability and Flexibility: The modular design allows for scalability, so customers can add more modules as their requirements grow. This flexible architecture reduces upfront costs while still ensuring that future needs can be met.

Enhanced Service Wraps: For customers requiring additional features, FourNet provides an enhanced service wrap. This includes enhanced service credits, which apply under predefined conditions (such as falling below a set percentage in incident response and service restoration levels).

Service Availability and Recovery: FourNet offers different levels of service availability based on customer requirements. We provide cloud services with application and geographic resilience, ensuring high availability and rapid recovery in case of disruptions.

Partnering with Suppliers: FourNet maintains robust relationships with suppliers and sub-contractors to deliver high-quality services. Approved suppliers undergo rigorous criteria checks to ensure they meet service standards and share FourNet's commitment to quality and security.

This approach ensures that each customer receives a solution tailored to their specific needs while maintaining an optimal balance between cost and functionality.

For further details of our Service Offering, please contact our Public Sector Team on 0161 864 5130 or via e-mail, publicsector@fournet.co.uk