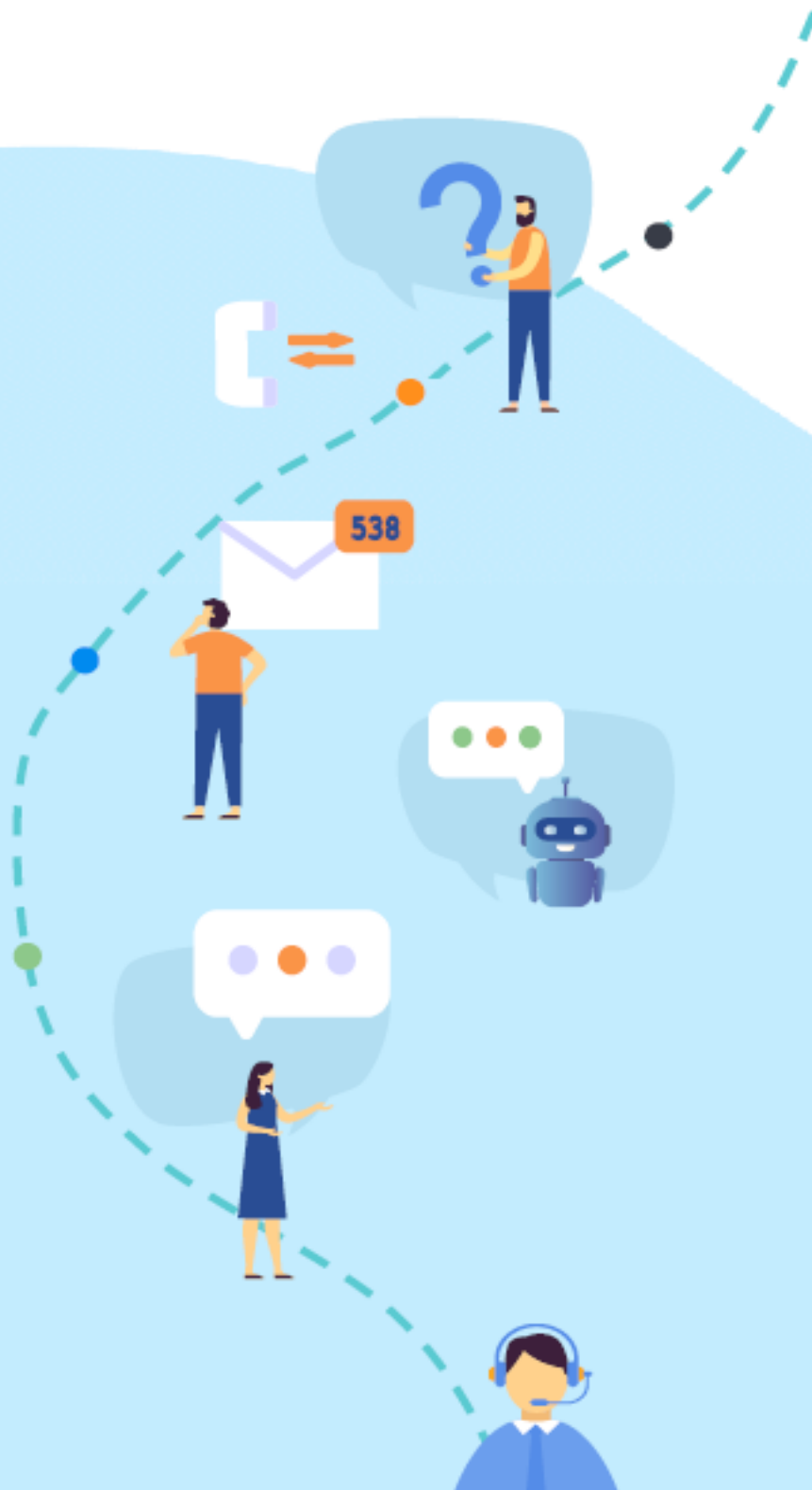


Build better experiences.



G-Cloud 14 NICE Software Pricing

Powered by Route 101

Route 101

The Conifers, Filton Road,
Hambrook, Bristol, BS16 1QG

03330 110 400

route101.com

General

About Route 101

Route 101 is a SaaS provider of next generation customer engagement platforms, offering award winning solutions from market leading vendors. We deliver a full range of services to ensure our clients get the maximum value from the solutions we provide, including all associated consultancy, professional services, training and support. Route 101 has:

- The **knowledge** to get to the heart of your business and customer needs,
- The **expertise** to advise you on what you need and what you don't,
- The **technology** to deliver a world-class, customer focused solution, and,
- The **desire** to build a lasting and mutually beneficial partnership with you.

Route 101 and NICE in Partnership

We are a NICE CXone Certified Implementation Partner, as well as recipients of numerous awards, including multiple Partner of the Year awards. This level of accreditation and acknowledgment demonstrates our extensive experience deploying and supporting CXone, as well as our ability to empower our customers to provide exceptional customer experiences. Using our in-house team of accredited NICE specialists across our solution design, project delivery and support teams, we are able to provide an end-to-end service, including consultancy, discovery and design, implementation, training, and ongoing support and optimisation, fully supported by NICE themselves, as required.



We work very closely with NICE to provide a unified and complete omnichannel experience to customers, as well as a robust, efficient and proactive support service. Part of the value that Route 101 adds is that we have extremely strong vendor relationships, and we truly champion our customers within our partner organisations, bringing your requirements and feedback to their direct attention. Within NICE, we are able to leverage relationships on behalf of our customers in account management, support, implementation, solution design, R&D, marketing, and more, as well as within the leadership team, as required.

NICE CXone Subscription Bundles: Named

Description	Digital Agent	Voice Agent	Omnichannel Agent	Essentials Suite	Core Suite	Complete Suite
ACD Voice Agent		X	X	X	X	X
Digital Agent	X		X	X	X	X
Digital Channels	X		X	X	X	X
Ports		2/3	2/3	2/3	2/3	2/3
Integrated Softphone	X	X	X	X	X	X
Active Storage	5GB	5GB	5GB	5GB	5GB	5GB
CXone Audio Recording		X				
CXone Audio Recording Advanced			X	X	X	X
CXone Screen Recording				X	X	X
CXone Quality Management				X	X	X
CXone Workforce Management					X	X
CXone Performance Management					X	X
CXone Interaction Analytics						X
CXone Feedback Management						X
Price Per Agent Per Month	£36.00	£48.38	£58.50	£69.75	£87.75	£109.13

Please note: Depending on the connectivity model chosen, telco charges may apply; these are available by request from a vendor-supplied rate card.

NICE CXone Subscription Bundles: Concurrent

Description	Digital Agent	Voice Agent	Omnichannel Agent	Essentials Suite	Core Suite	Complete Suite
ACD Voice Agent		X	X	X	X	X
Digital Agent	X		X	X	X	X
Digital Channels	X		X	X	X	X
Ports		2/3	2/3	2/3	2/3	2/3
Integrated Softphone	X	X	X	X	X	X
Active Storage	5GB	5GB	5GB	5GB	5GB	5GB
CXone Audio Recording		X				
CXone Audio Recording Advanced			X	X	X	X
CXone Screen Recording				X	X	X
CXone Quality Management				X	X	X
CXone Workforce Management					X	X
CXone Performance Management					X	X
CXone Interaction Analytics						X
CXone Feedback Management						X
Price Per Agent Per Month	£50.63	£68.63	£81.00	£97.88	£122.63	£151.88

Please note: Depending on the connectivity model chosen, telco charges may apply; these are available by request from a vendor-supplied rate card.

NICE CXone AI Enabled Subscription Bundles

Description	Basic Suite	Essentials Suite	Complete Suite
ACD Voice Agent	X	X	X
Digital Agent	X	X	X
Digital Channels	X	X	X
Ports	2/3	2/3	2/3
Integrated Softphone	X	X	X
Active Storage	5GB	5GB	5GB
CXone Audio Recording Advanced	X	X	X
CXone Quality Management		X	X
CXone Workforce Management			X
CXone Expert Knowledgebase			X
CXone Feedback Management			X
Price Per Agent Per Month	£48.57	£63.08	£91.85

Please note: NICE CXone AI Enabled Subscription Bundles are subject to the following minimum commitments:

- 24 month contract
- 400 agents

NICE CXone AI Enabled Subscriptions: Usage Costs

Description	Unit	Price per Unit
Active Storage	Per GB, Per Month	£0.34
Long Term Storage	Per GB, Per Month	£0.06
Long Term Storage Retrieval	Per GB	£0.79
Interaction Analytics	Per Agent, Per Month	£11.50
Bot Builder	Per Session	£0.03
Mpower Agent Builder	Per Session	£0.06
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	£0.01
Copilot for Voice Supervisors	Per Session	£0.01
Autopilot Digital	Per Session	£0.14
Autopilot Voice	Per Call	£0.20
Automatic Speech Recognition (ASR)	Per Minute	£0.03
Knowledgebase Admin User	Per Admin, Per Month	£14.64
Workflow Configuration Platform	Per Instance, Per Month	£248.93
Workflow Transaction Overage	Per 1k Transactions	£0.39
SIP Channels: 200+	Per Channel, Per Month	£4.14
SIP Channels: 500+	Per Channel, Per Month	£3.93
Screen Recording Advanced	Per Agent, Per Month	£3.21
SMS Long Code	Per Code, Per Month	£6.72
SMS Monthly Base Charge (inc. 10k SMS)	Per Instance, Per Month	£336.00
SMS (first 10k Messages)	Per Message	£0.03
SMS (10k+ Messages)	Per Message	£0.05
World Voice DID	Per DID, Per Month	£5.71

NICE CXone Core Items Out-of-Bundle

Description	Named Price Per User Per Month
CXone Audio Recording Advanced	£12.00
CXone Screen Recording	£8.50
CXone Quality Management	£12.00
CXone Quality Management Advanced	£20.00
CXone Quality Management Premium	£25.00
CXone Workforce Management	£12.00
CXone Workforce Management Advanced	£20.00
CXone Interaction Analytics	£22.00
CXone Interaction Analytics Advanced	£32.50
CXone Interaction Analytics Premium	£44.00

NICE CXone Feedback Management Out-of-Bundle

Description	Price
CXone Feedback Management, per user per month	£28.00
CXone Feedback Management Speech to Text, per BU per month	£660.00
CXone Feedback Management Text Analytics, per BU per month	£748.00
CXone Feedback Management SMS Gateway, per BU per month	£792.00
CXone Feedback Management SMS Long Code	£176.00

NICE ContactEngine Proactive Conversational AI

Description	Price per Journey
NICE ContactEngine Customer Journeys: No Minimum Commitment	£1.43
200,000 to 500,000 Customer Journeys per year	£0.71
500,000 to 1 million Customer Journeys per year	£0.69
1 million to 2 million Customer Journeys per year	£0.66
3 million to 4 million Customer Journeys per year	£0.61
4 million to 5 million Customer Journeys per year	£0.59
5 million to 7.5 million Customer Journeys per year	£0.54
7.5 million to 10 million Customer Journeys per year	£0.47
10 million to 20 million Customer Journeys per year	£0.44
20 million+ Customer Journeys per year	£0.37

Please note: Third party platform costs may apply depending on channels provided.

NICE CXone Subscriptions: Non-Bundle Items

Description	Named Price
CXone Personal Connection Outbound Dialler, per user per month	£17.00
CXone Agent for Salesforce, per user per month	£18.00
CXone Agent Integration, per user per month	£15.00
CXone Expert Knowledge Management – Employee, per user per month	£15.00
CXone Expert Knowledge Management – Public FAQ Add On, per BU per month	£693.50
CXone Expert Advanced Knowledge Management – Employee, per user per month	£28.50
CXone Real-Time Interaction Guidance, per user per month	£16.50
NICE IEX WFM, per user per month	£19.00
NICE IEX WFM Advanced, per user per month	£45.00
NICE Agent Workflow Configuration Platform, per instance per month	£308.00

Connectivity to NICE CXone Platform

Description	Unit	Price Per Unit
SIP Channel	Per Channel, Per Month	£6.50
DDI	Per DDI	£1.00
DDI Rental	Per DDI, Per Month	£0.35
Single NGN Port Order	Per NGN	£16.00
Bulk NGN Port - Block of up to 10	Per Order	£76.00
Bulk NGN Port Order - Block of 11 or more	Per Order	£150.00
Single Geographic Line Port	Per CLI	£16.00
Multi Geographic Line Port	Per Main Billing No	£30.00
Multi Geographic Line Port with Block of 1-10 DDIs	Per Main Billing No	£76.00
Multi Geographic Line Port with Block of > 10 DDIs	Per Main Billing No	£150.00
OOH Port (Evenings Mon-Fri)	Per Order, Per Day	£180.00
OOH Port (Saturday)	Per Order, Per Day	£360.00
DMA Transfer with Block of 1000 DDIs	Per Main Billing No	£725.00

Notes

- All prices exclude VAT which will be added to each invoice at the prevailing rate.
- Any travel and expenses will be invoiced separately at cost.
- All pricing is subject to further scoping.
- Subject to Route 101's standard terms and conditions contained within the Master Services Agreement (MSA).
- All pricing is provided on the assumption of a minimum 12 month term, billed annually in advance.
- Number porting charges may apply. Accurate costs will be obtained from the provider and passed through at cost.
- Some services may require direct DPAs with our vendor partners.
- Minimum user numbers / commitment may apply.
- Many of the services include allowances, such as data storage and telco minutes. Route 101 can advise on the most appropriate options available.
- Where required, Route 101 will assist with the most appropriate connectivity design based on options from within our catalogue.
- Telco costs may apply, these can be made available by vendor rate card.
- Usage charges may apply, e.g. out of bundle storage costs.