

# Dynamics 365 Customer Service

## Pricing Document

**Service ID:** 343928974465691

The pricing for Dynamics 365 Customer Service is based on a fixed published subscription model. All prices shown are exclusive of VAT.

- **Base service subscription:** £545 per month per organisation. This includes access to the customer service platform, case management, reporting, and one live environment.
- **Named agent pack:** £220 per month for each additional pack of up to 10 named agents.
- **Omnichannel engagement module:** £195 per month.
- **Knowledge and insights module:** £145 per month.
- **Initial onboarding and configuration:** £1,750 as a one-off fee. This includes initial setup, configuration, and standard implementation support.
- **Additional integration setup:** £500 as a one-off fee per source system or application.
- **Remote administrator or user training:** £450 per session for up to 10 attendees.

Recurring charges are billed monthly unless otherwise agreed through a published payment schedule.

An annual prepayment discount of 5% applies to recurring subscription charges and is available to all buyers on the same basis.

The prices in this document are the published G-Cloud 14 prices for Dynamics 365 Customer Service and apply equally to all buyers. Any discounts are published in this document and are available to all buyers on the same basis.

For general queries regarding this service listing, please contact [prime@ve3.global](mailto:prime@ve3.global).