Zendesk Cloud Software Pricing - G Cloud 15

		Monthly Price per Subscription (Monthly Commitment)	Monthly Price per Subscription by Volume Band (Annual Commitment), (0)						
Zendesk Suite[1]	**Unit**	**1+**	**1 - 9**	**10 - 19**	**20 - 49**	**50 - 99**	**100 - 249**	**250 - 499**	**500+**
Employee Service Suite - Professional	per Agent per month	£115.00	£84.55	£81.88	£78.32	£74.76	£71.20	£64.08	£59.63
Employee Service Suite - Enterprise	per Agent per month	£179.00	£132.05	£127.88	£122.32	£116.76	£111.20	£100.08	£93.13
Zendesk Suite - Professional	per Agent per month	£115.00	£84.55	£81.88	£78.32	£74.76	£71.20	£64.08	£59.63
Zendesk Suite - Enterprise	per Agent per month	£179.00	£132.05	£127.88	£122.32	£116.76	£111.20	£100.08	£93.13
Zendesk Suite - Enterprise Plus	per Agent per month	N/A	£194.75	£188.60	£180.40	£172.20	£164.00	£147.60	£137.35
Zendesk Support[13]	**Unit**	**1+**	**1 - 9**	**10 - 19**	**20 - 49**	**50 - 99**	**100 - 249**	**250 - 499**	**500+**
Support Professional	per Agent per month	£45.00	£37.05	£35.88	£34.32	£32.76	£31.20	£28.08	£26.13
Support Enterprise	per Agent per month	£99.00	£75.05	£72.68	£69.52	£66.36	£63.20	£56.88	£52.93
Chat Team	per Agent per month	£21.00	£15.20	£14.72	£14.08	£13.44	£12.80	£11.52	£10.72
Chat Professional	per Agent per month	£42.00	£30.40	£29.44	£28.16	£26.88	£25.60	£23.04	£21.44
Chat Enterprise	per Agent per month	£85.00	£61.75	£59.80	£57.20	£54.60	£52.00	£46.80	£43.55
Zendesk Bundle Pricing[2]	**Unit**	**1+**	**1 - 9**	**10 - 19**	**20 - 49**	**50 - 99**	**100 - 249**	**250 - 499**	**500+**
ELA Pricing - Enterprise Licence Agreement	per month	N/A	up to 0%	up to 0%	up to 0%	up to 0%	up to 5%	up to 5%	up to 10%

Sunshine Conversations			**Monthly Price (Monthly Commitment)**	**Monthly Price (Annual Commitment)**
Notifications Pack	25,000 notifications	Per pack pricing	£50.00	£45.00
MAU Pack	2,500 notifications	Per pack pricing	£50.00	£45.00

Note 0: Price eligibility depends on the quantity of Agent(s)/Employee(s) being contracted in the applicable instance.
Note 1: Agent Months can be offered for applicable products, for a bundle of Agent licences which can be consumed across the contract term. Minimum Annual licence costs GBP 100k.
Note 2: Add-ons quantities are aligned to the underlying quantities of Zendesk Suite - Enterprise, or Support Professional (for example).

AI (Automated Resolutions) and Premier products

		Monthly Price per Subscription (Monthly Commitment)	Monthly Price per Subscription (Annual Commitment)
Platform-based add-ons	**Unit**		
Automated Resolutions			
Automated Resolutions, Tier 1, 1-100 per month	Per Resolution	£1.30	£1.30
Automated Resolutions, Tier 2, 101-1,000 per month	Per Resolution	£1.15	£1.15
Automated Resolutions, Tier 3, 1,001-5,000 per month	Per Resolution	£1.00	£1.00
Automated Resolutions, Tier 4, 5,001+ per month	Per Resolution	£0.90	£0.90
Automated Resolutions. overage	Overage	£1.75	£1.75
Premium Sandbox			
Sandbox	per month	N/A	20% of list price. For example, if license costs amount to £50,000, the cost of sandbox will be £10,000
Tech Partner Resell (1)	per month	N/A	Variable

Premier, Assist and Professional Services (2)	**Unit**	**Pricing**	**Comment**
Premier Access	per month	15% of the Net price of applicable licences, no less than £4,320 per Annum at the instance level.	Unlimited consulting assessments Enhanced support Response time guarantees 24/7 support
Premier Plus	per month	20% of the Net price of applicable licences, no less than £26,400 per Annum at the instance level.	As above, plus unlimited interactive workshops, personalized technical support and technical strategic planning.
Premier Enterprise	per month	25% of the Net price of applicable licences, no less than £78,000 per Annum at the account level.	As above, plus unlimited dual interactive workshops, proactive technical support, high touch product roadmapping and credentialing and training
Zendesk Assist - Core*	per month	£4,850	Includes 28 hours per month for Admin assistance and technical guidance.
Growth Launch Package	one-time	£4,000	
Professional Launch Package	one-time	£9,600	
Enterprise Launch Package	one-time	£24,000	Includes Enterprise Package for training (3 sessions)
Svcs: Custom Services - Fixed Fee	one-time	Custom	Dependant on scope of services required.
Custom Services - Recurring	per month	Custom	Dependant on scope of services required.

AI Expert Packages (3)		Monthly	Annually
AI Expert Lite	per month	£666.67	£8,000
AI Expert Plus	per month	£1,333.33	£16,000
AI Expert Pro	per month	£2,416.67	£29,000

(1) Note: Various Partner products can be sold via Zendesk depending on the desired solution; pricing differs per deal dependant on scope, and is applicable for the duration of the Service Order term

(2) Premier subscriptions and Professional Services additional detail is here: https://zen-marketing-assets.s3.us-west-2.amazonaws.com/Description+of+Professional+Services+V26.pdf+usen

(3) Must be purchased to enable Advanced AI Agents.

Add-ons for Zendesk Suite and/or Zendesk Support[1][2]

Product	Unit	Base Plan Reuirement	Wall To Wall License Requirement	Monthly Price per Subscription (Monthly Commitment)	Monthly Price per Subscription by Volume Band (Annual Commitment)						
				1+	1 - 9	10 - 19	20 - 49	50 - 99	100 - 249	250 - 499	500+
Copilot	per Agent per month	Suite or Support	☑	£40.00	£38.00	£36.80	£35.20	£33.60	£32.00	£28.80	£26.80
Support Advanced Data Privacy and Protection	per Agent per month	Suite or Support	☑	£60.00	£42.75	£41.40	£39.60	£37.80	£36.00	£32.40	£30.15
Support Customer Lists & NPS Surveys	per Agent per month	Suite or Support	☑	£37.00	£26.60	£25.76	£24.64	£23.52	£22.40	£20.16	£18.76
Support High Volume API	per Agent per month	Suite or Support	☑	£37.00	£26.60	£25.76	£24.64	£23.52	£22.40	£20.16	£18.76
Light Agent	per Agent per month	Suite or Support	☐	£17.00	£14.25	£13.80	£13.20	£12.60	£12.00	£10.80	£10.05
Support Productivity Pack	per Agent per month	Support Only	☑	£37.00	£26.60	£25.76	£24.64	£23.52	£22.40	£20.16	£18.76
Support Collaboration	per Agent per month	Support Only	☑	£37.00	£26.60	£25.76	£24.64	£23.52	£22.40	£20.16	£18.76
Support Multibrand (Unlimited Brands)**	per Agent per month	Support Only	☑	£58.00	£41.80	£40.48	£38.72	£36.96	£35.20	£31.68	£29.48
Support Social Messaging	per Agent per month	Support Only	☑	£8.00	£5.70	£5.52	£5.28	£5.04	£4.80	£4.32	£4.02
Support Data Center Location	per Agent per month	Support Only	☑	£58.00	£41.80	£40.48	£38.72	£36.96	£35.20	£31.68	£29.48
Talk Team	per Agent per month	Support Only	☐	£28.00	£19.95	£19.32	£18.48	£17.64	£16.80	£15.12	£14.07
Talk Professional	per Agent per month	Support Only	☐	£71.00	£51.30	£49.68	£47.52	£45.36	£43.20	£38.88	£36.18
Talk Enterprise	per Agent per month	Support Only	☐	£128.00	£93.10	£90.16	£86.24	£82.32	£78.40	£70.56	£65.66
Talk Partner Edition	per Agent per month	Support Only	☑	£15.00	£10.45	£10.12	£9.68	£9.24	£8.80	£7.92	£7.37
Guide Professional	per Agent per month	Support Only	☑	£23.00	£16.15	£15.64	£14.96	£14.28	£13.60	£12.24	£11.39
Guide Enterprise	per Agent per month	Support Only	☑	£42.00	£30.40	£29.44	£28.16	£26.88	£25.60	£23.04	£21.44
Gather Professional	per Agent per month	Support Only	☑	£15.00	£10.45	£10.12	£9.68	£9.24	£8.80	£7.92	£7.37
Explore Professional	per Agent per month	Support Only	☑	£15.00	£10.45	£10.12	£9.68	£9.24	£8.80	£7.92	£7.37
Explore Enterprise	per Agent per month	Support Only	☑	£42.00	£30.40	£29.44	£28.16	£26.88	£25.60	£23.04	£21.44
Zendesk Workforce Management	per Agent per month	Suite or Support	☐	£30.00	£21.85	£21.16	£20.24	£19.32	£18.40	£16.56	£15.41
Zendesk Workforce Engagement Bundle	per Agent per month	Suite or Support	☑	£52.00	£38.00	£36.80	£35.20	£33.60	£32.00	£28.80	£26.80
Zendesk Quality Assurance	per Agent per month	Suite or Support	☐	£39.00	£28.50	£27.60	£26.40	£25.20	£24.00	£21.60	£20.10
Contact Center	per Agent per month	Suite or Support	☐	£57.00	£41.80	£40.48	£38.72	£36.96	£35.20	£31.68	£29.48
Support: Enhanced Disaster Recovery	per Agent per month	Support Only	☑	£37.00	£26.60	£25.76	£24.64	£23.52	£22.40	£20.16	£18.76
Support: Advanced Compliance	per Agent per month	Support Only	☑	£37.00	£26.60	£25.76	£24.64	£23.52	£22.40	£20.16	£18.76
Support More Storage - 500 MB (Data) and 25 GE	per Unit, per instance	Suite or Support	☐	£72.00	£44.00	£44.00	£44.00	£44.00	£44.00	£44.00	£44.00
WhatsApp Phone Number	per Unit, per instance	Suite or Support	☐	£101.00	£61.60	£61.60	£61.60	£61.60	£61.60	£61.60	£61.60
Generative Search Extender	per Unit, per instance	Suite or Support	☐	£550.00	£340.00	£340.00	£340.00	£340.00	£340.00	£340.00	£340.00