

zendesk

CapVentis



G-Cloud 15 Capventis
Pricing Document
Zendesk

2026

Offerings & Services

Implementation Packages



Zendesk Suite	Zendesk Suite	Zendesk Suite
Core Launch	Add-ons	Drawdown Package
<i>We guide, We Build Together</i>	<i>Complement to Packages</i>	<i>Ad-hoc Support</i>
Learn <i>On-site workshop</i> <i>Needs, goals, priorities</i> <i>Milestones, timeline</i> <i>Solution Design</i>	Additional Channels <i>£3,300 / channel</i> <i>(Talk, Guide, Chat)</i>	Scope <i>Advice and best practice</i> <i>Guidance and training</i> <i>Investigation, trouble-shooting</i> <i>Configure, change, update</i>
Create <i>Users & Roles</i> <i>Email, Twitter, Facebook</i> <i>Triggers & Automations</i> <i>Groups & Views</i> <i>Ticket Fields & Forms</i> <i>Macros</i>	Insights / Explore Training <i>£1250 / session</i>	Availability <i>9:00 to 17:30 business days</i> <i>Subject to scheduling</i>
Launch <i>System Testing</i> <i>UAT Support</i> <i>Admin Training</i> <i>Go-Live Support</i>	Admin / Agent Training <i>£1,250 / session</i>	Remote Support <i>Services delivered into</i> <i>Cloud / hosted solutions</i>
	Data Migration <i>£1,250 / day</i>	On-Site Support <i>Scheduled jointly</i> <i>Pre-approved with expenses</i>
£10,000 - £20,000		From £1,200 / day

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Offerings & Services

Subscription Pricing



Product Name	Pricing Model	Monthly Price per Subscription (Annual Commitment)
Zendesk Suite	Unit	1+
Zendesk Suite - Team	Per Agent	£45.00
Zendesk Suite - Growth	Per Agent	£75.00
Zendesk Suite - Professional	Per Agent	£89.00
Zendesk Suite - Enterprise	Per Agent	£139.00
Zendesk Suite - Enterprise Plus	Per Agent	£205.00
Employee Service Suite	Unit	1+
Employee Service Suite - Team	Per Agent	£25.00
Employee Service Suite - Growth	Per Agent	£50.00
Employee Service Suite - Professional	Per Agent	£89.00
Employee Service Suite - Enterprise	Per Agent	£139.00
Zendesk Support	Unit	1+
Support Essential	Per Agent	£6.00
Support Team	Per Agent	£15.00
Support Professional	Per Agent	£45.00
Support Enterprise (Model 4)	Per Agent	£89.00
Chat Team	Per Agent	£16.00
Chat Professional	Per Agent	£32.00
Chat Enterprise	Per Agent	£65.00
Explore Professional	Per Agent	£11.00
Explore Enterprise	Per Agent	£32.00
Guide Professional	Per Agent	£17.00
Guide Enterprise	Per Agent	£32.00
Gather Professional	Per Agent	£11.00
Talk Team	Per Agent	£21.00
Talk Professional	Per Agent	£54.00
Talk Enterprise	Per Agent	£98.00

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Subscription Pricing



Product Name	Pricing Model	Monthly Price per Subscription (Annual Commitment)
Add-Ons for Zendesk Suite and / or Zendesk Support	Unit	1+
Premium Sandbox (Metadata)	Flat Fee Pricing	£1,100.00
Premium Sandbox (Partial Copy)	Flat Fee Pricing	£3,300.00
Premium Sandbox (Production Copy)	Flat Fee Pricing	£5,500.00
Support: Advanced Compliance	Per Unit Pricing	£28.00
Support: Enhanced Disaster Recovery	Per Unit Pricing	£28.00
Support: More Storage	Per Unit Pricing	£55.00
Support: Collaboration	Per Unit Pricing	£28.00
Support: Customer Lists	Per Unit Pricing	£28.00
Support: High Volume API	Per Unit Pricing	£28.00
Support: Productivity Pack	Per Unit Pricing	£28.00
Support: Multibrand (Unlimited Brands)	Per Unit Pricing	£44.00
Support: Data Center Location (EU)	Per Unit Pricing	£44.00
Support: Data Center Location (US)	Per Unit Pricing	£44.00
Support: Social Messaging	Per Unit Pricing	£6.00
Support: WhatsApp Phone Number	Per Unit Pricing	£77.00
Copilot (formerly: Advanced AI)	Per Unit Pricing	£40.00
Advanced Data Protection and Privacy (ADPP)	Per Unit Pricing	£45.00
WEM/WFM and QA [1]		
Zendesk WFM	Per Unit Pricing	£23.00
Zendesk QA	Per Unit Pricing	£30.00
Zendesk WEM (QA & WFM)	Per Unit Pricing	£40.00

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Offerings & Services

Subscription Pricing



Product Name	Pricing Model	Monthly Price Per Subscription (Annual Commitment)
Platform-based add-ons	Unit	
AI Agents Essential (Formerly Automated Resolutions)		
1-100 Volume Band Pack	Per Resolution Pricing	£1.30
101-1,000 Volume Band Pack	Per Resolution Pricing	£1.15
1,001-5,000 Volume Band Pack	Per Resolution Pricing	£1.00
5,000+ Volume Band Pack	Per Resolution Pricing	£0.90
Overage	Per Resolution Pricing	£1.75
AI Agents Advanced (Formerly Ultimate)		
Minimum AR Spend of 10k Ars	Per Resolution Pricing	£9,000.00
AI Expert Access - Mandatory Purchase with AI Agents Advanced		
Pro	Per Unit	£29,000.00
Plus	Per Unit	£16,000.00
Lite	Per Unit	£8,000.00
Answer Bot		
AnswerBot for Suite Team	Included Volume 1,000	Included in Suite
AnswerBot for Suite Growth	Included Volume 1,000	Included in Suite
AnswerBot for Suite Professional	Included Volume 1,000	Included in Suite
AnswerBot for Suite Enterprise	Included Volume 1,000	Included in Suite
AnswerBot for Suite Enterprise Plus	Included Volume 10,000	Included in Suite
AnswerBot Overage	Included Volume 500	£60.00
Generative Search		
Generative Search Add On - Unit of 50k Searches	Per Unit Per Month	£425.00

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Subscription Pricing



Product Name	Pricing Model	Monthly Price Per Subscription (Annual Commitment)	
Premier, Assist, and Professional Services Packages	Unit		Comment
Support: Premier Essentials	Flat Fee Pricing	Price reflected as 20% cost to the customer's subscription	Minimum £1.9k spend/year
Support: Premier Enterprise	Flat Fee Pricing	Price reflected as 30% cost to the customer's subscription	Minimum £150k spend/year
Support: Premier Support	Flat Fee Pricing	Price reflected as 35% cost to the customer's subscription	Minimum £36k spend/year
WEM Bundle Launch	Per Unit Pricing	£8,200.00	
WFM Launch Package	Per Unit Pricing	£4,500.00	
QA Launch Package	Per Unit Pricing	£3,800.00	
AI Expert Lite	Flat Fee Pricing	£6,800.00	
AI Expert Plus	Flat Fee Pricing	£13,500.00	
AI Expert Pro	Flat Fee Pricing	£25,400.00	
AI Readiness	Per Unit Pricing	£3,600.00	
AI Optimisation Express	Per Unit Pricing	£6,710.00	
AI Optimisation Elevate	Per Unit Pricing	£13,500.00	

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Capventis Pricing Document

- ✓ Capventis pricing is established according to the Rate Card as completed per the G-Cloud roles.
- ✓ The rate card varies from £800 per day to £1600 per day, depending on role.
- ✓ Expenses are charged for work requiring travel outside M25 as per your department standards T&S.

Days Worked Band	Discount	Commentary
0 – 49	0%	T&M
50 – 99	5%	T&M
100 – 499	10%	T&M
500 – and Above	15%	T&M

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<https://www.capventis.com/>