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G-Cloud 15 – Pricing

Five 9 Contact Centre

	Cost (£)	Charge Type
NXC Product Bundle Comparison	Monthly charge per user based on 36 Months	
Public Sector CORE Voice Contact Centre Bundle provides the capabilities essential for a voice contact centre including support for blended (inbound/outbound) agents. Price per concurrent agent	£52.80	Monthly
Public Sector Premium Digital Engagement Bundle includes everything in the Core bundle plus support for omnichannel reach (chat & email) to enable customers to communicate over the channel of their choice. Price per concurrent agent	£59.80	Monthly
Public Sector Optimum Five9 WFO Bundle includes all the capabilities of the Premium bundle plus tools for Quality Management and Workforce Management from Five9. Price per concurrent agent	£91.45	Monthly
Public Sector Ultimate Five9 WFO – Workflow Automation Bundle includes all the capabilities of the Optimum bundle plus analytics and workflow automation tools from Five9. Price per concurrent agent	£112.45	Monthly
Five 9 UC Adapter to sync Five9 Voice Contact Centre Agents with Zoom Phone and MS Teams UC users for back office	£7.50	Monthly
Five 9 CRM Adapter to integrate with CRM Salesforce, MS Dynamics, Oracle, Zendesk and ServiceNow	£8.89	Monthly
Five9 VCC IVA Advanced. Price per port	£170.00	Monthly
SIP In & Outbound Platform License	£196.80	Monthly
VCC Secure Pay Capture Platform Application hosting and support fee	£513.00	Monthly
Secure Pay One off set up charge	£35,424.00	One off



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Fiveg WFO Calabrio WFM per Named Agent	£31.20	Monthly
Fiveg WFO Calabrio WFM Set up fee based on 500 agents, anything different is subject to a SOW	£51,660.00	One off
Fiveg WFO Calabrio QM Per Named Agent	£26.40	Monthly
Fiveg WFO Calabrio Analytics Per Named Agent	£26.46	Monthly
Digital IVA (Digital Intelligent Virtual Agent) Per Named Agent	£114.00	Monthly
SIP Trunk & SBC License	£6.50	Monthly

Professional Services	Charge Per Day
Project Manager	£1,020.00
Service Delivery Manager	£1,080.00
Solution Delivery Consultant	£1,020.00
Technical Specialist	£1,020.00
Senior Consultant	£1,020.00
Senior Solution Architect	£1,200.00
On-Site Support	£840.00
Site Survey (Inc Network Assessment)	£1,020.00
Go Live Support	£1,020.00
Phone Installation (Per Extension)	£18.00
Professional Services (Per Hour)	£216.00
Expert Services with Certification (Per Hour)	£156.00
Expert Services without Certification (Per Hour)	£195.00
CRM Integrations	Individual SOW (£)

Usage Charges	Costs (£)	Notes
Fiveg WFO Additional Storage	£0.14	Per GB
Fiveg Social Message Usage Fee	£0.03	
WFA Enterprise Usage	£369.60	Per GB
Agent Assist Standard usage	£0.03	Per minute above the 3000-minute bundle included per license
Fiveg Advanced IVA Usage (Bursting)	200% of Digital IVA Advanced Sale price	Can be capped and or bundle dependant
Fiveg AI Insights Usage	£0.03	Per minute above the 3000-minute bundle included per license
Fiveg WFO Calabrio WFM Bursting	120% of Calabrio WFM cost	Per Named User
Fiveg WFO Calabrio QM Bursting	120% of Calabrio QM cost	Per Named User
Fiveg WFO Calabrio Analytics Bursting	120% of Calabrio Analytics cost	Per Named User
Digital IVA Usage	200% of Digital IVA Sale price	

Fiveg Solutions Bundles Value Lineup

Category	Feature	Core Voice Contact Centre	Premium Digital Engagement	Optimum Workforce Optimisation	Ultimate Workflow Automation
Core Functionality	Blended VCC Seat ¹	•	•	•	•
	Agent Desktop Plus	•	•	•	•
	Geo Redundancy	•	•	•	•
	Call Recording	•	•	•	•
	Predictive Dialler	•	•	•	•
	Softphone	•	•	•	•
Channels ²	Chat		• 3	• 3	• 3
	Email		• 3	• 3	• 3
Workforce Optimisation ²	QM Essentials (VO Only)		•		
	QM Enterprise (VO ⁴ or Verint ⁶)			•	•
	WFM Enterprise (VO ⁵ or Verint ⁶)			•	•



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	Speech/Interaction Analytics (VO or Verint)				•
Workflow Automation ²	Proactive Notifications			•	•
	Full Platform				•
Support – Subject to SLA	24x7 World Class Support	•	•	•	•

Add-Ons: Universal	• Supervisor & admin seats • CRM Connectors • Other Support: TAM, TSM, Admin Assist • Connectivity, Security, TFNs, DIDs • Extra Storage	• Clearview Dashboard, Performance Management,& Gamification • Secure Pay • Five9 Recording Data Protection	• IVR w/Speech Recognition • IVA (Inference) • Agent Assist (AI) • Video & Social Channels • All other WFA Apps
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Noted: 1) VCC seat includes ACD, IVR, dialler, reporting queue management, Five9 Studio Inference Access; 2) Offered on a named basis. When named seats required exceeds concurrent seats sold, additional seats sold as add-ons; 3) Includes Engagement Workflow; 4) VO QM Enterprise seat includes coaching capabilities; 5) Strategic Planner and Mobile included in VO; 6) AQM added to Verint to match with VO