



Lot 2b: Software as a Service (SaaS) Pricing Document

TTEC Digital NiCE CXone Cloud Contact Centre



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1. Overview

NiCE CXone is a cloud-native Contact Centre as a Service (CCaaS) platform offering omnichannel routing, analytics, workforce optimisation, and AI-driven customer experience tools. Pricing on G-Cloud is typically structured around per-agent, per-month subscription models, with costs varying by package tier, feature set, and optional add-ons.

PRICING MODEL SUMMARY

NiCE CXone uses a subscription-based, per-agent, per-month pricing model, with different tiers depending on the breadth of functionality required.

- NiCE publicly lists its CXone Mpower Omnichannel Suite at \$110 per agent per month
- Broader market analysis shows NiCE CXone pricing ranges from \$71 to \$209 per user per month across multiple plans
- Pricing is flexible and usage-based, with NiCE promoting monthly billing in arrears and no prepayment requirements

These figures provide indicative guidance for G-Cloud pricing tables, though final commercial pricing is typically negotiated.

PACKAGE STRUCTURE

NiCE CXone is sold in modular packages, allowing organisations to scale functionality as needed. Publicly referenced packages include:

CORE CXONE MPOWER PACKAGES

- CXone Mpower Omnichannel Suite
 - Includes voice + digital channels, omnichannel routing, proactive engagement, recording, compliance, AI routing, and outbound campaign management.
- CXone Mpower Essential Suite
 - A lighter-weight package with reduced functionality (pricing not publicly listed).



INDUSTRY PACKAGES

NiCE also offers vertical-specific bundles (e.g., financial services, retail), though pricing is not published.

ADD-ON MODULES

Optional add-ons may include:

- Workforce Management (IEX)
- Quality Management
- Analytics and AI
- Digital engagement expansions
- Outbound dialling modules

These are typically priced separately and added to the base per-agent subscription.



2. Pricing

2.1. Software

2.1.1. Messaging Services

Service	Price
CXone SMS Long Code UK	£158.00
CXone SMS Long Code UK - SETUP	£395.00
CXone InBound SMS Application Fee UK (per BU)	£237.00
CXone SMS Short Code UK	£2,054.00
CXone SMS Short Code UK - SETUP	£1,659.00
CXone Messaging Long Code - SETUP	£4.00
CXone Messaging Long Code - International - SETUP	£79.00
CXone Messaging Toll Free - SETUP	£4.00
CXone Messaging Long Code - International	£79.00
CXone Messaging - SMS Personal Connection Application Fee (Per BU)	£395.00
CXone Messaging - SMS Personal Connection Application Fee (Per BU) - SETUP	£435.00
CXone Messaging - MMS Personal Connection Application Fee (Per BU)	£395.71
CXone Messaging Application (per BU)	£198.00
CXone Personal Connection Voice Overage (per 100 minutes)	£1.29



CXone Personal Connection SMS Overage (per 100 messages)	£2.00
CXone Personal Connection MMS Overage (per 100 messages)	£5.00
CXone Messaging - Proactive Digital Personal Connection Application Fee (per BU)	£356.00
CXone Messaging – Proactive Digital Personal Connection Application Fee (Per BU)	£395.00
CXone Messaging - Proactive Digital Personal Connection Application Fee (per BU) - SETUP	£435.00
CXone Messaging - Twitter Channel - 10,000 - 20,000 Messages	£574.00
CXone Messaging - Twitter Channel - More than 20,000	£751.00



2.1.2. Mpower Agent and Suite Pricing

Service	Price
CXone Mpower Digital Agent (per Configured User)	£45.00
CXone Mpower Voice Agent (per Configured User)	£59.00
CXone Mpower Voice Agent (per Concurrent User)	£81.00
CXone Mpower Voice Agent - Enterprise (per Configured User)	£59.00
CXone Mpower Voice Agent - Enterprise (per Concurrent User)	£81.00
CXone Mpower Omnichannel Agent (per Configured User)	£68.00
CXone Mpower Omnichannel Agent (per Concurrent User)	£96.00
CXone Mpower Omnichannel Agent - Enterprise (per Configured User)	£68.00
CXone Mpower Omnichannel Agent - Enterprise (per Concurrent User)	£96.00
CXone Mpower Essentials Suite (per Configured User)	£84.00
CXone Mpower Essentials Suite (per Concurrent User)	£116.00
CXone Mpower Essentials Suite - Enterprise (per Configured User)	£84.00
CXone Mpower Essentials Suite - Enterprise (per Concurrent User)	£116.00



CXone Mpower Complete Suite (per Configured User)	£117.00
CXone Mpower Complete Suite (per Concurrent User)	£163.00
CXone Mpower Complete Suite - Enterprise (per Configured User)	£117.00
CXone Mpower Complete Suite - Enterprise (per Concurrent User)	£163.00
CXone Mpower Core Suite (per Configured User)	£94.00
CXone Mpower Core Suite (per Concurrent User)	£131.00
CXone Mpower Core Suite - Enterprise (per Configured User)	£94.00
CXone Mpower Core Suite - Enterprise (per Concurrent User)	£131.00
CXone Mpower SmartReach (per 100 Minutes)	£3.70
CXone Mpower SmartReach Advanced (per 100 Minutes)	£4.30
CXone Mpower SmartReach - Telco Not Included [voice Minutes per 100 Minutes]	£3.50
CXone Mpower SmartReach Advanced - Telco Not Included [Voice Minutes per 100 Minutes]	£4.20
CXone Mpower Ultimate Suite (Per Configured User)	£138.00



CXone Mpower Ultimate Enterprise Suite (Per Configured User)	£138.00
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2.1.3. Virtual Agent and AI Services

Service	Price
CXone Virtual Agent Hub (per 1,000 Sessions)	£11.00
CXone Cloud TTS for Google Cloud TTS & Dialogflow ES (per 1M Characters)	£13.00
CXone Virtual Agent Hub with Google Dialogflow ES Voice (per 100 Utterances)	£0.51
CXone Virtual Agent Hub with Google Dialogflow ES Chat (per 100 Requests)	£0.16
CXone Virtual Agent Hub with Google Dialogflow CX Voice (per Minute)	£0.05
CXone Virtual Agent Hub with Google Dialogflow CX Chat (per 100 Requests)	£1.00
CXone Cloud TTS Monthly Enablement License (per BU)	£395.00
CXone Cloud Turn-by-Turn Transcription Monthly voice enablement license	£790.00
CXone Cloud Continuous Transcription Monthly voice enablement license	£790.00
CXone SmartAssist Virtual Agent Digital Employee Services	£12,443.00



2.1.4. Performance Management and Analytics

Service	Price
CXone MpowerPerformanceManagementINSIGHTS (perconfigured user)	£20.00
CXone MpowerPerformanceManagement ACT(per configureduser)	£27.14
CXone MpowerPerformanceManagement ACT -Level up (per Configured User)	£8.00
CXone Mpower Performance Management Premium (per configured user)	£38.00
CXoneMpower PerformanceManagement ACT -level up (per Concurrent User)	£11.14
CXone Data Streams (IVR 100M Messages)	£346.00
CXone Interactions Hub - Data Policies (Per Interaction)	£0.07
CXone Interaction Hub - Advanced Data Policies (per Interaction)	£0.07
CXone Data Streams - Connection Fee	£1,580.00
CXone Virtual Agent Hub Professional Services Hours	£218.00
CXoneBot Builder Professional Services Hours	£218.00
CXone Data Share Professional Service Hours	£243.00
CXone Agent Optimization Professional Services Hours	£242.50

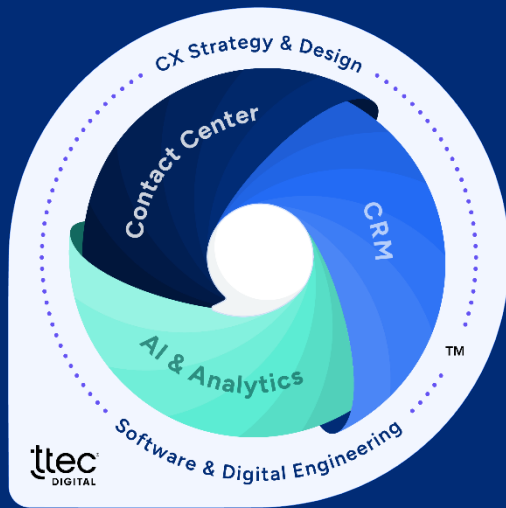


CXone Performance Management - Professional Services Hours	£198.00
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2.2. Minimum Discount Percentage by Annual Call-Off Contract Value (excluding VAT)

Annual call-off contract value (excluding VAT)	Minimum Discount Percentage
Less than £250,000	0%
Between £250,000 and £500,000	2.2%
Between £500,001 and £1,000,000	4.2%
Between £1,000,001 and £2,500,000	6.2%
Between £2,500,001 and £5,000,000	8.2%
Over £5,000,001	10%



About TTEC Digital

TTEC Digital is a global leader in customer experience orchestration, combining technology and empathy at the point of conversation. Today customer conversations, and the contact centre technologies that support them, are inseparable. We bring decades of innovation experience across the world's leading contact centre technology platforms – and blend it with in-house expertise in CX strategy, data and analytics, AI and more – to help organisations maximise their technology investments and create truly exceptional customer experiences.

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