



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

TTEC Digital NiCE IEX Workforce Management
(WFM)



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1. Overview

NiCE IEX Workforce Management is a cloud-based WFM solution widely used in contact centres and back-office operations to support forecasting, scheduling, real-time adherence, and performance optimisation. It is offered through the UK G-Cloud framework with modular pricing that varies based on package selection, user volumes, and optional add-ons.

CORE PRICING MODEL

NiCE IEX is typically priced on a per-user, per-month subscription basis, with costs dependent on the feature tier and any additional modules required.

- NiCE positions its WFM offering as a comprehensive, feature-rich solution designed to improve planning accuracy, operational efficiency, and employee engagement
- Pricing published in G-Cloud documents is budgetary and subject to commercial negotiation, meaning final rates may vary based on deployment size, contract length, and configuration choices.

PACKAGE STRUCTURE

NiCE IEX is available as part of the broader NiCE WFM suite, which includes:

- Advanced Package (core WFM capabilities).
- Optional add-on modules (e.g., enhanced analytics, back-office WFM, performance tools).
- The Advanced Package includes all core features (forecasting, scheduling, adherence, intraday management, reporting) with additional modules priced separately on request.

FEATURE HIGHLIGHTS (PRICING-RELEVANT)

NiCE IEX includes capabilities that influence licensing tiers and pricing:

- Automated forecasting and scheduling to predict workload and staffing needs.
- Real-time adherence tracking for schedule compliance monitoring.
- Intraday management for rapid schedule adjustments.
- Vacation and time-off planning tools.



- Reporting and analytics for operational insight.

These features are typically bundled into tiered packages, with advanced analytics or back-office modules available as add-ons.



2. Pricing

2.1. Software Pricing

Product/Service	Cost
NiCE IEX WFM Integrated - Enhanced Strategic Planner (per Configured User)	£13.00
NiCE IEX WFM Integrated Advanced (per Configured User)	£32.00
NiCE IEX WFM Integrated Single Tenant Hosting (per Configured User)	£76.00
NiCE IEX WFM Integrated - AI Forecasting (per Configured User)	£6.00
NiCE IEX WFM Integrated - Export File (Per BU)	£332.00
NiCE IEX WFM Integrated - Import File (Per BU)	£332.00
CXone Performance Management - IEX WFM Integrated Integration	£2,765.00
NiCE IEX WFM Integrated - Forecasting & Scheduling Refresher	£5,649.00
NiCE IEX WFM Integrated - Data Upload	£2,173.00
NiCE IEX WFM Integrated - Export File Agent Information	£5,412.00
NiCE IEX WFM Integrated - Export File Export Agent	£5,412.00
NiCE IEX WFM Integrated - Import File Schedule Changes	£12,561.00
NiCE IEX WFM Integrated - Import File History	£12,561.00
NiCE IEX WFM Integrated - Import File Forecast	£12,561.00
NiCE IEX WFM Integrated - Export Report Adherence by Attribute Detail	£5,412.00
NiCE IEX WFM Integrated - Export Report Adherence by Attribute Summary	£5,412.00
NiCE IEX WFM Integrated - Export Report Agent Activity and Schedules	£5,412.00
NiCE IEX WFM Integrated - Export Report Agent Results Detail	£5,412.00
NiCE IEX WFM Integrated - Export Report Agent Results Summary	£5,412.00
NiCE IEX WFM Integrated - Export Report CT Queue Data	£5,412.00
NiCE IEX WFM Integrated - Export Report MU Opens	£5,412.00
NiCE IEX WFM Integrated - Import File Agent Updates	£12,561.00
NiCE IEX WFM Integrated - Export File Activity Detail	£5,412.00

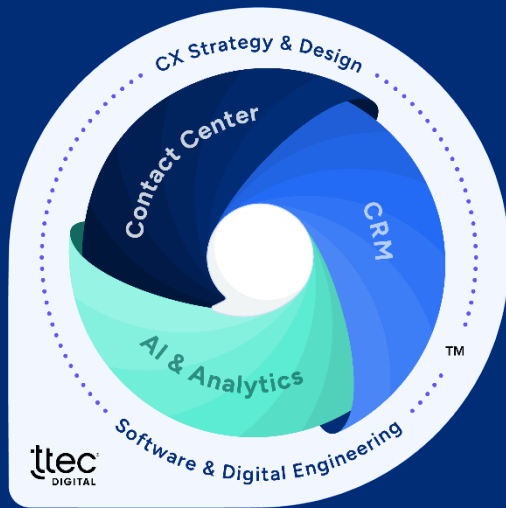


NiCE IEX WFM Integrated - Export File Activity Summary	£991,469.00
NiCE IEX WFM Integrated - Export File Adherence Detail	£5,412.00
NiCE IEX WFM Integrated - Export File Adherence Summary	£5,412.00
NiCE IEX WFM Integrated - Export File Schedule Detail	£5,412.00
NiCE IEX WFM Integrated - Export File Schedule Summary	£5,412.00
NiCE IEX WFM Integrated - Export File Vacation Summary	£5,412.00
NiCE IEX WFM Integrated - Export File CT Active Forecast	£5,412.00
NiCE IEX WFM Integrated - Export File CT Short-term Forecast	£5,412.00
NiCE IEX WFM Integrated - Export File CT Results	£5,412.00
NiCE IEX WFM Integrated - Export File MU Forecast	£5,412.00
NiCE IEX WFM Integrated - Export File MU Results	£5,412.00
NiCE IEX WFM Integrated - Import File Vacation Summary	£12,561.00
NiCE IEX WFM Integrated - Import File MU Opens	£12,561.00
CXone Mpower Performance Management INSIGHTS -IEX Integration	£2,765.00



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.

Contact Us

Wayne Kay

Vice President, EMEA

Email: gcloud@ttecdigital.com

Website: www.ttecdigital.com