

Build a better Citizen Experience.



G-Cloud 15 NiCE Software Pricing

Powered by Route 101

Route 101

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General

About Route 101

Route 101 is a SaaS provider of next generation customer engagement platforms, offering award winning solutions from market leading vendors. We deliver a full range of services to ensure our clients get the maximum value from the solutions we provide, including all associated consultancy, professional services, training and support. Route 101 has:

- The **knowledge** to get to the heart of your business and customer needs,
- The **expertise** to advise you on what you need and what you don't,
- The **technology** to deliver a world-class, customer focused solution, and,
- The **desire** to build a lasting and mutually beneficial partnership with you.

Route 101 and NiCE in Partnership

Route 101 is a NiCE CXone Platinum Partner and Certified Implementation Partner, as well as recipient of numerous awards, including multiple Partner of the Year awards. This level of accreditation and acknowledgment demonstrates our extensive experience deploying and supporting CXone, as well as our ability



to empower our customers to provide exceptional customer experiences. Using our in-house team of accredited NiCE specialists across our solution design, project delivery and support teams, we can provide an end-to-end service, including consultancy, discovery and design, implementation, training, and ongoing support and optimisation, fully supported by NiCE themselves.

We work very closely with NiCE to provide complete solutions to customers, as well as a robust, efficient and proactive support service. Part of the value that Route 101 brings is that we have extremely strong vendor relationships, and we truly champion our customers within our partner organisations, bringing your requirements and feedback to their direct attention. Within NiCE, we are able to leverage relationships on behalf of our customers in account management, support, implementation, solution design, R&D, marketing, and more, as well as within the leadership team.

Further Information

Please see the accompanying "G-Cloud 15 NiCE CXone Software Service Definition" document for more information.

Please also see the accompanying "G-Cloud 15 Route 101 Support Service Definition" document, "G-Cloud 15 Route 101 Support Pricing" document, and our "G-Cloud 15 Government Digital and Data Roles Rate Card" for our associated professional and support services and pricing. These can be found under Route 101's listing within Lot 3.

NiCE CXone Subscription Bundles: Named

Description	Voice Agent	Omnichannel Agent	Essentials Suite	Core Suite	Complete Suite	Ultimate Suite
ACD / IVR Voice Agent	✓	✓	✓	✓	✓	✓
Digital Channels		✓	✓	✓	✓	✓
Ports	2/3	2/3	2/3	2/3	2/3	2/3
Integrated Softphone	✓	✓	✓	✓	✓	✓
Active Storage	5GB	5GB	5GB	5GB	5GB	5GB
CXone Audio Recording	✓					
CXone Audio Recording Advanced		✓	✓	✓	✓	✓
CXone Screen Recording			✓	✓	✓	✓
CXone Quality Management			✓	✓	✓	
CXone Workforce Management				✓	✓	✓
CXone Performance Management				✓	✓	✓
CXone Interaction Analytics					✓	
CXone Feedback Management					✓	✓
CXone Quality Management Premium						✓
CXone Interaction Analytics Advanced						✓
CXone Enlighten CSAT Agent Behaviour Use Case						✓
CXone Enlighten AI Routing						✓
Price Per Agent Per Month	£73.75	£85.00	£105.00	£117.50	£146.25	£172.50

Please note: Depending on the connectivity model chosen, telco charges may apply; these are available by request from a vendor-supplied rate card.

NiCE CXone Subscription Bundles: Concurrent

Description	Voice Agent	Omnichannel Agent	Essentials Suite	Core Suite	Complete Suite
ACD / IVR Voice Agent	✓	✓	✓	✓	✓
Digital Channels		✓	✓	✓	✓
Ports	2/3	2/3	2/3	2/3	2/3
Integrated Softphone	✓	✓	✓	✓	✓
Active Storage	5GB	5GB	5GB	5GB	5GB
CXone Audio Recording	✓				
CXone Audio Recording Advanced		✓	✓	✓	✓
CXone Screen Recording			✓	✓	✓
CXone Quality Management			✓	✓	✓
CXone Workforce Management				✓	✓
CXone Performance Management				✓	✓
CXone Interaction Analytics					✓
CXone Feedback Management					✓
Price Per Agent Per Month	£101.25	£120.00	£145.00	£163.75	£203.75

Please note: Depending on the connectivity model chosen, telco charges may apply; these are available by request from a vendor-supplied rate card.

NiCE CXone Optional Add-Ons: Named

Add these items to your chosen bundle.

Description	Unit	Price per Unit
Audio Recording Advanced	Per Agent per Month	£10.65
Screen Recording	Per Agent per Month	£7.50
Screen Recording Advanced	Per Agent per Month	£15.00
Performance Management	Per Agent per Month	£24.00
Feedback Management	Per Agent per Month	£23.00
Workforce Management	Per Agent per Month	£13.75
Workforce Management Advanced	Per Agent per Month	£20.00
Quality Management	Per Agent per Month	£16.65
Quality Management Advanced	Per Agent per Month	£28.90
Interaction Analytics	Per Agent per Month	£20.15
Interaction Analytics Advanced	Per Agent per Month	£29.75
Personal Connection (Outbound Dialler)	Per Agent per Month	£15.00
Knowledgebase Standard User	Per Agent per Month	£13.15
Knowledgebase Admin User	Per Agent per Month	£25.65
PCI DTMF Masking Solution	Per Agent per Month	£25.00
Agent for Service Cloud Voice	Per Agent per Month	£6.25
Embedded CRM Agent	Per Agent per Month	£7.00
NiCE IEX WFM	Per Agent per Month	£20.00
NiCE IEX Strategic Planner	Per Agent per Month	£8.15
NiCE IEX AI Forecasting	Per Agent per Month	£3.75
Video and Co-Browse	Per Agent per Month	£7.00

NiCE CXone Optional Add-Ons: Concurrent

Add these items to your chosen bundle.

Description	Unit	Price per Month
Audio Recording Advanced	Per Agent per Month	£30.00
Screen Recording	Per Agent per Month	£12.25
Screen Recording Advanced	Per Agent per Month	£18.75
Performance Management	Per Agent per Month	£42.50
Personal Connection (Outbound Dialler)	Per Agent per Month	£42.50
Video and Co-Browse	Per Agent per Month	£10.50

NiCE CXone Optional Add-Ons

Add these items to your chosen bundle.

Description	Unit	Price per Unit
PCI Digital Payments	Per Month Per 1k Links	£414.75
PCI IVR Payments	Per Month Per 1k Transactions	£414.75
Knowledge Management: Public FAQ Add-On	Per Business Unit (BU)	£622.50
Knowledge Customer Experience Suite	Per Portal	£2,468.75
Agent Workflow Configuration Platform	Per BU	£435.00
Virtual Agent Hub	Per 1,000 Sessions	£6.90

NiCE CXone Optional Level-Ups

Where these items feature within your chosen bundle, select the level-up option below to enhance them from standard to either advanced or premium.

Description	Unit	Named Price per Unit	Concurrent Price per Unit
Quality Management Advanced Level-Up	Per Agent Per Month	£12.25	£16.65
Workforce Management Advanced Level-Up	Per Agent Per Month	£7.50	£20.00
Interaction Analytics Advanced Level-Up	Per Agent Per Month	£10.50	£20.00
Interaction Analytics Premium Level-Up	Per Agent Per Month	£20.15	£40.00
Screen Recording Advanced Level-Up	Per Agent Per Month	£5.65	£7.65

Connectivity Charges

Additional charges where applicable for associated connectivity, numbering and number porting, SMS usage, etc.

Description	Unit	Price Per Unit
SIP Channels: 200+ Channels Per Endpoint (3 & 5 Yr Term)	Per Channel per Month	£3.63
SIP Channels: 500+ Channels Per Endpoint (3 & 5 Yr Term)	Per Channel per Month	£3.44
DDI	Per DDI	£0.94
DDI Rental	Per DDI per Month	£0.31
Single NGN Port Order	Per NGN	£13.75
Bulk NGN Port - Block of up to 10	Per Order	£66.25
Bulk NGN Port Order - Block of 11 or more	Per Order	£131.25
Single Geographic Line Port	Per CLI	£13.75
Multi Geographic Line Port	Per Main Billing No	£26.25
Multi Geographic Line Port with Block of 1-10 DDIs	Per Main Billing No	£66.25
Multi Geographic Line Port with Block of > 10 DDIs	Per Main Billing No	£131.25
Out of Hours Port (Evenings Mon-Fri)	Per Order per Day	£156.25
Out of Hours Port (Saturday)	Per Order per Day	£312.50
DMA Transfer with Block of 1,000 DDIs	Per Main Billing No	£625.00
SMS Long Code	Per Code per Month	£158.00
SMS Monthly Base Charge (inc. 10k SMS)	Per Instance per Month	£395.00
SMS (first 10k Messages)	Per Message	£0.01
SMS (10k+ Messages)	Per 100 Messages	£2.45
World Voice DDI	Per DDI per Month	£5.00
CXone Feedback Management SMS Gateway	Per BU per month	£711.00
CXone Feedback Management SMS Long Code	Per Code per Month	£158.00

NiCE CXone Usage Costs

Additional charges that may apply if certain products are selected or if bundled allowances are exceeded.

Description	Unit	Price per Unit
Copilot for Agents: Voice	Per Session	£0.18
Copilot for Agents: Digital	Per Session	£0.15
Copilot for Supervisors: Voice	Per Session	£0.12
Copilot for Supervisors: Digital	Per Session	£0.08
Autopilot: Voice	Per Session	£0.32
Autopilot: Digital	Per Call	£0.22
AutoSummary	Per Session	£0.08
Active Storage	Per GB per Month	£0.30
Long Term Storage	Per GB per Month	£0.05
Long Term Storage Retrieval	Per GB per Month	£1.25
Interactions Hub	Per Interaction	£0.07
Automated Speech Recognition	Per Minute	£0.05

Notes

- All prices exclude VAT which will be added to each invoice at the prevailing rate.
- Any travel and expenses will be invoiced separately at cost.
- All pricing is subject to further scoping.
- All pricing is provided on the assumption of a minimum 12-month term, billed annually in advance.
- Some services may require direct DPAs with our vendor partners.
- Minimum user numbers / commitment may apply.
- Many of the services include allowances, such as data storage and telco minutes. Route 101 can advise on the most appropriate options available.
- Where required, Route 101 will assist with the most appropriate connectivity design based on options from within our catalogue.
- Telco costs may apply; these can be made available by vendor rate card.
- Usage charges may apply, e.g. out of bundle storage costs.