

Build a better Citizen Experience.



G-Cloud 15 Zendesk Software Pricing

Powered by Route 101

Route 101

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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 Zendesk in Partnership

Route 101 is an accredited Zendesk Premier Partner and Premier Implementation Partner. We are also a multiple Zendesk award winner, including EMEA Partner of the Year, Development Partner of the Year, Regional Partner of the Year UK and Ireland, and most recently Global MVP Partner of the Year. These awards recognise the competency, commitment and capabilities across our entire team, including design, sales, implementation and support. This means we are invested in the Zendesk partnership and have put many of our implementation and engineering staff through a rigorous training programme in order to achieve this accreditation. As a result, Route 101 has extensive experience with the platform and the ways in which different organisations use it, and we have the expertise to complete Zendesk projects using nothing but Route 101 resource. Our internal Zendesk Practice continues to grow, meaning we are excellently placed to work with you to ensure you see the results you need from your Zendesk solution. Please see our glowing reviews on [Zendesk's partner page](#).



Route 101's Associated Services

Please see the accompanying "G-Cloud 15 Zendesk 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, and include the following:

Design & Implementation: We provide full architecture design, configuration, IVR development, channel enablement, platform deployment, testing, training, and consultancy services, using our own qualified expert technical resources.

Support & Service Management: Route 101 offers a tiered support service, with options to include 24x7 P1 and P2 incident coverage; ITIL service management; customer success management; regular service optimisation sessions; moves, adds, changes; and much more.

Continuous Optimisation: Beyond go live, we work with customers to continually optimise the service, for example by refining routing, expanding digital channels, introducing new automations, improving operational efficiencies using data driven insights, and much more.

Zendesk Software Pricing

Zendesk Suite

Description	Price per Agent, per Month (Monthly Commitment)	Price per Agent, per Month (Annual Commitment)						
		1 +	1 - 9	10 - 19	20 - 49	50 - 99	100 - 249	250 - 499
Employee Service Suite - Professional	£100.63	£73.98	£71.65	£68.53	£65.42	£62.30	£56.07	£52.18
Employee Service Suite - Enterprise	£156.63	£115.54	£111.90	£107.03	£102.17	£97.30	£87.57	£81.49
Zendesk Suite - Professional	£100.63	£73.98	£71.65	£68.53	£65.42	£62.30	£56.07	£52.18
Zendesk Suite - Enterprise	£156.63	£115.54	£111.90	£107.03	£102.17	£97.30	£87.57	£81.49
Zendesk Suite - Enterprise Plus	N/A	£170.41	£165.03	£157.85	£150.68	£143.50	£129.15	£120.18

Zendesk Support

Description	Price per Agent, per Month (Monthly Commitment)	Price per Agent, per Month (Annual Commitment)						
		1 +	1 - 9	10 - 19	20 - 49	50 - 99	100 - 249	250 - 499
Support Professional	£39.38	£32.42	£31.40	£30.03	£28.67	£27.30	£24.57	£22.86
Support Enterprise	£86.63	£65.67	£63.60	£60.83	£58.07	£55.30	£49.77	£46.31
Chat Team	£18.38	£13.30	£12.88	£12.32	£11.76	£11.20	£10.08	£9.38
Chat Professional	£36.75	£26.60	£25.76	£24.64	£23.52	£22.40	£20.16	£18.76
Chat Enterprise	£74.38	£54.03	£52.33	£50.05	£47.78	£45.50	£40.95	£38.11

Zendesk Bundle Pricing

Description	1 +	1 - 9	10 - 19	20 - 49	50 - 99	100 - 249	250 - 499	500+
ELA (per month)	N/A	Up to 0%	Up to 0%	Up to 0%	Up to 0%	Up to 5%	Up to 5%	Up to 10%

Add-Ons for Zendesk Suite and / or Zendesk Support

Description	Price per Agent, per Month (Monthly Commitment)	Price per Agent, per Month (Annual Commitment)						
		1 +	1 - 9	10 - 19	20 - 49	50 - 99	100 - 249	250 - 499
Copilot	£35.00	£33.25	£32.20	£30.80	£29.40	£28.00	£25.20	£23.45
Support Advanced Data Privacy and Protection	£52.50	£37.41	£36.23	£34.65	£33.08	£31.50	£28.35	£26.38
Support Customer Lists & NPS Surveys	£32.38	£23.28	£22.54	£21.56	£20.58	£19.60	£17.64	£16.42
Support High Volume API	£32.38	£23.28	£22.54	£21.56	£20.58	£19.60	£17.64	£16.42
Light Agent	£14.88	£12.47	£12.08	£11.55	£11.03	£10.50	£9.45	£8.79
Support Productivity Pack	£32.38	£23.28	£22.54	£21.56	£20.58	£19.60	£17.64	£16.42
Support Collaboration	£32.38	£23.28	£22.54	£21.56	£20.58	£19.60	£17.64	£16.42
Support Multibrand (unlimited brands)	£50.75	£36.58	£35.42	£33.88	£32.34	£30.80	£27.72	£25.80
Support Social Messaging	£7.00	£4.99	£4.83	£4.62	£4.41	£4.20	£3.78	£3.52
Support Data Centre Location	£50.75	£36.58	£35.42	£33.88	£32.34	£30.80	£27.72	£25.80
Talk Team	£24.50	£17.46	£16.91	£16.17	£15.44	£14.70	£13.23	£12.31
Talk Professional	£62.13	£44.89	£43.47	£41.58	£39.69	£37.80	£34.02	£31.66
Talk Enterprise	£112.00	£81.46	£78.89	£75.46	£72.03	£68.60	£61.74	£57.45
Talk Partner Edition	£13.13	£9.14	£8.86	£8.47	£8.09	£7.70	£6.93	£6.45
Guide Professional	£20.13	£14.13	£13.69	£13.09	£12.50	£11.90	£10.71	£9.97

Guide Enterprise	£36.75	£26.60	£25.76	£24.64	£23.52	£22.40	£20.16	£18.76
Gather Professional	£13.13	£9.14	£8.86	£8.47	£8.09	£7.70	£6.93	£6.45
Explore Professional	£13.13	£9.14	£8.86	£8.47	£8.09	£7.70	£6.93	£6.45
Explore Enterprise	£36.75	£26.60	£25.76	£24.64	£23.52	£22.40	£20.16	£18.76
Zendesk Workforce Management	£26.25	£19.12	£18.52	£17.71	£16.91	£16.10	£14.49	£13.48
Zendesk Workforce Engagement Bundle	£45.50	£33.25	£32.20	£30.80	£29.40	£28.00	£25.20	£23.45
Zendesk Quality Assurance	£34.13	£24.94	£24.15	£23.10	£22.05	£21.00	£18.90	£17.59
Contact Centre	£49.88	£36.58	£35.42	£33.88	£32.34	£30.80	£27.72	£25.80
Support: Enhanced Disaster Recovery	£32.38	£23.28	£22.54	£21.56	£20.58	£19.60	£17.64	£16.42
Support: Advanced Compliance	£32.38	£23.28	£22.54	£21.56	£20.58	£19.60	£17.64	£16.42
Support More Storage - 500 MB (Data) and 25 GB	£63.00	£38.50	£38.50	£38.50	£38.50	£38.50	£38.50	£38.50
WhatsApp Phone Number	£88.38	£53.90	£53.90	£53.90	£53.90	£53.90	£53.90	£53.90
Generative Search Extender	£481.25	£297.50	£297.50	£297.50	£297.50	£297.50	£297.50	£297.50

Sunshine Conversations

Description	Unit	Monthly Price: Monthly Commitment	Monthly Price: Annual Commitment
Notifications Pack	25,000 Notifications	£43.75	£39.38
MAU Pack	2,500 Notifications	£43.75	£39.38

AI Automated Resolutions and Premier Products

Description	Unit	Price per Unit
Automated Resolutions Tier 1: 1 to 100 per month	Per Resolution	£1.14
Automated Resolutions Tier 2: 101 to 1,000 per month	Per Resolution	£1.01
Automated Resolutions Tier 3: 1,001 to 5,000 per month	Per Resolution	£0.88
Automated Resolutions Tier 4: 5,001+ per month	Per Resolution	£0.79
Automated Resolutions: Overage	Per Resolution	£1.53
Premium Sandbox	Per Sandbox per Month	20% of total licence price per month, e.g. if total monthly licence price is £50k, sandbox price is £10k

Premier, Assist and Professional Services

Description	Unit	Price per Unit
Premier Access, including: - Unlimited consulting assessments - Enhanced 24x7 support - Response time guarantees	Per Business Unit (BU) per Month	15% of the net price of applicable licences, no less than £4,320 per annum at the instance level
Premier Plus, including everything in Premier Access, and: Unlimited interactive workshops	Per BU per Month	20% of the net price of applicable licences, no less than £26,400 per annum at the instance level
Premier Enterprise, including everything in Premier Plus, and: - Unlimited dual interactive workshops - Proactive technical support - High touch product roadmapping and credentialing - Training	Per BU per Month	25% of the net price of applicable licences, no less than £78,000 per annum at the account level

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.
- Number porting charges may apply.
- 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.
- Agent Months can be offered for applicable products, for a bundle of licences which can be consumed across the contract term; subject to minimum annual licence costs of £100k.
- Add-on quantities are aligned to the underlying quantities of Zendesk Suite licences.