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Customer
Contact



Pricing Document - Genesys Cloud CX

December 2025

Contents

- 1. Introduction 4
- Genesys Cloud CX High Level Feature Comparison 4
- 2. Genesys Cloud CX Named/Concurrent Pricing..... 6
- 3. Genesys Cloud CX Hourly Interacting Pricing 7
- 4. Professional Services 8
- Professional Services Rate Card 8
- 5. Managed Services 9
- 6. Additional Services 12
- Technical Support..... 13
- Consulting Services Rate Card 13
- Training Services Rate Card 13
- 7. Support Costs 14
- Service Delivery Management Costs 14
- 8. SIP trunking costs..... 16
- 9. Pricing Variations 16

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1. Introduction

IP Integration (IPI) is a leading digital contact centre specialist in the UK established in 2001. The company supports over five million customer interactions and 65,000 agents daily, providing intelligent and innovative contact centre solutions to enhance customer experiences.

In 2024 IPI was named as Genesys' "Innovation Partner of the Year." This accolade highlights IPI's commitment to innovation and excellence in implementing and supporting Genesys solutions. IPI has been acknowledged as Genesys' leading partner across the UK and EMEA and achieved Genesys Gold Partner Status, which is their highest accreditation

Genesys have structured their licensing model into four simple license tiers providing increasing levels of functionality depending on the buyer's requirements. License types (GC 1/2/3/4) cannot be mixed together on the same tenant. Genesys do provide Digital and Workforce Engagement add ons that increase the functionality of the lower level licenses where specific users might require additional features from a higher license tier. If a customer requires digital only channels (no voice), Genesys have digital only offerings (Genesys Cloud 2D and 3D).

Genesys Cloud CX High Level Feature Comparison

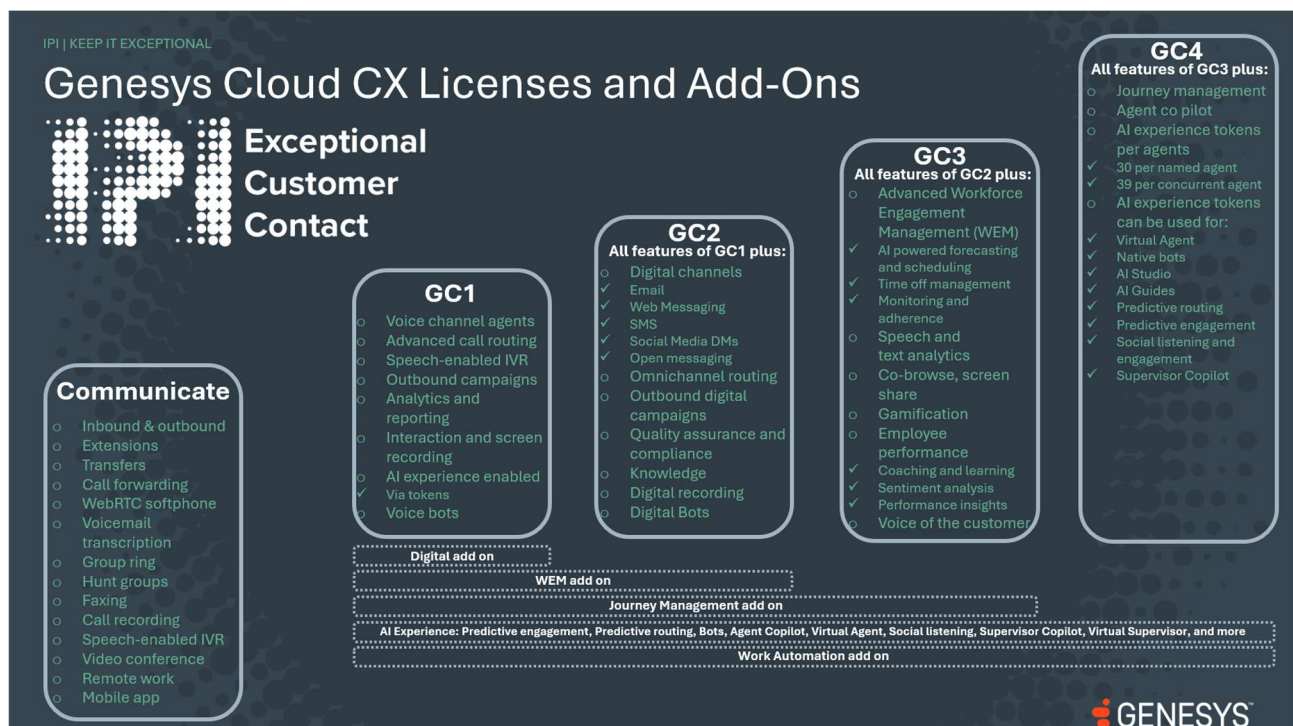


Figure 1 - Genesys Cloud CX License Tiers.

Buyers can consume Genesys Cloud licenses using three billing models:

1. Named.
2. Concurrent.
3. Hourly Interacting.

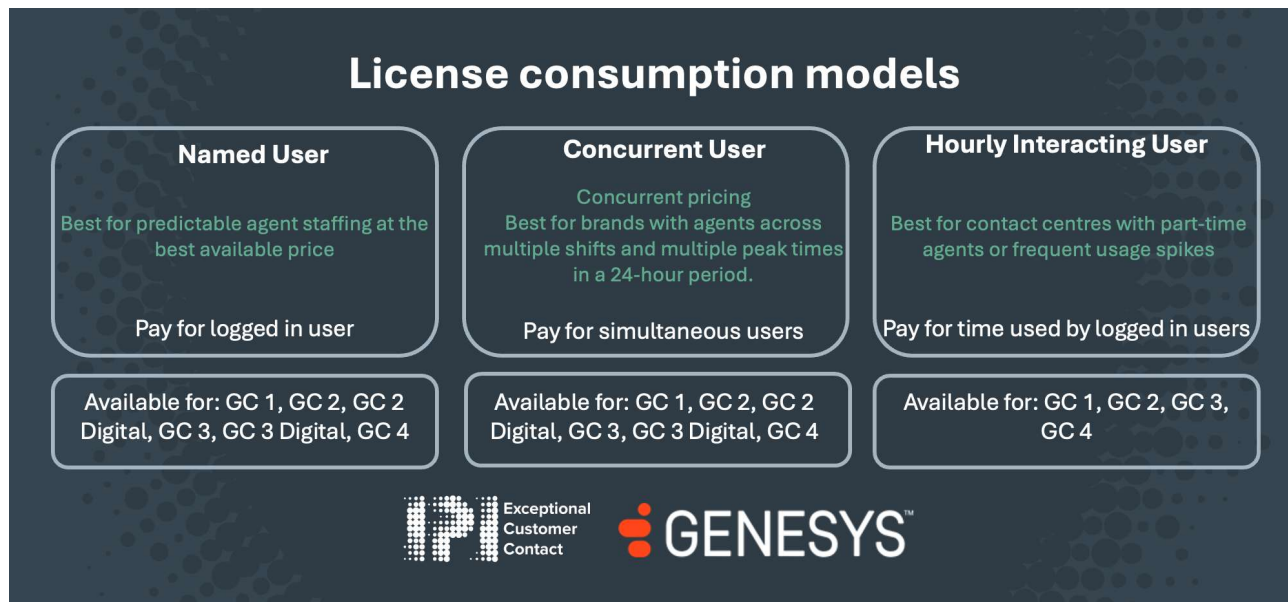


Figure 2 - Genesys License Consumption Options.

Named User Model: Buyers purchase licenses for individual users. Anyone who logs in during the billing period is defined as a billable user and the highest level license assigned to them during the period is billed. Named user licenses offer the lowest cost and are ideal for organisations with predictable, dedicated users.

Concurrent User Model: Buyers are billed for the maximum number (peak) of simultaneous users during a billing period. Usage peaks shorter than 30 minutes are disregarded to support shift changes. All Genesys Cloud users are licensed as concurrent when this model is selected and mixing named and concurrent licenses is not supported. Concurrent billing offers greater flexibility for organisations with variable staffing.

Hourly Interacting Billing Model: Hourly Interacting counts the time users spend on interactions and is available alongside named/concurrent subscriptions. All new and existing named and concurrent customers have access to the Hourly Interacting license by default or upon renewal. Users with administrative or supervisory permissions are excluded from hourly metering and are billed under the named or concurrent model. Both hourly models have fair use allocations, with overage charges applied for exceeding allocations.

2. Genesys Cloud CX Named/Concurrent Pricing

	Named User, Annual Pre-Pay	Named User, Annual Commit, Pay Monthly	Concurrent User, Annual Pre-Pay	Concurrent User, Annual Commit, Pay Monthly
Genesys Cloud CX 1	£52.50	£57.75	£69.30	£84.70
Genesys Cloud CX 2	£80.50	£88.55	£107.10	£130.90
Genesys Cloud CX 2D	£66.50	£73.15	£88.20	£107.80
Genesys Cloud CX 3	£108.50	£119.35	£144.90	£177.10
Genesys Cloud CX 3D	£94.50	£103.95	£126.00	£154.00
Genesys Cloud CX 4	£168.00	£184.80	£226.80	£277.20
Genesys Cloud CX 1 Digital Add On II	£38.50	£42.35	£50.40	£61.60
Genesys Cloud CX 1 WEM Add On II	£45.50	£50.05	£59.85	£73.15
Genesys Cloud CX 2 WEM Add On I	£28.00	£30.80	£37.80	£46.20
Wallboard License	£10.50	£11.03	N/A	N/A
Communicate License	£7.00	£7.70	N/A	N/A
Communicate Standalone Phone	£7.00	£7.70	N/A	N/A
AI Tokens	£0.70	£0.70	£0.63	£0.70
Journey Management Add-on	£21.00	£23.10	£28.35	£34.65
Work Automation Add- on	£17.50	£19.25	£23.63	£28.88

3. Genesys Cloud CX Hourly Interacting Pricing

	Hourly Interacting, Annual Pre-Pay	Hourly Interacting, Annual Commit, Pay Monthly
Genesys Cloud CX 1	£1.05	£1.16
Genesys Cloud CX 2	£1.61	£1.77
Genesys Cloud CX 2D	£1.33	£1.46
Genesys Cloud CX 3	£2.17	£2.39
Genesys Cloud CX 3D	£1.89	£2.08
Genesys Cloud CX 4	£3.36	£3.70
Genesys Cloud CX 1 Digital Add On II	£0.77	£0.85
Genesys Cloud CX 1 WEM Add On II	£0.91	£1.00
Genesys Cloud CX 2 WEM Add On I	£0.56	£0.62
Journey Management Add-on	£0.42	£0.46
Work Automation Add-on	£0.35	£0.39

4. Professional Services

Service packages are the building blocks required to deliver the customer's solution. The purpose of each service package is to document what is offered as a 'Minimum Viable Product'. It should be considered a starting point or a guide for pricing and scoping. Service packages alone are not sufficient to accurately scope and price a solution.

Whilst the service packages may meet some customers' requirements, generally further customisation is required to satisfy their operational needs. Any additional requirements discussed during the discovery phase are subject to the project change process and subject to additional time and cost added to the project or customer.

Professional Services Rate Card

Role	Mon–Fri 08:30–17:30		Mon–Fri Out of Hours		Weekend & Bank Holidays	
	Full Day	Half Day	Full Day	Half Day	Full Day	Half Day
Project Manager	£950	£550	£1,425	£715	£1,900	£950
Technical Consultant	£950	£550	£1,425	£715	£1,900	£950
Project Coordinator	£500	£290	£750	£375	£1,000	£500
Application Specialist	£1,100	£600	£1,650	£825	£2,200	£1,100
Developer	£1,100	£600	£1,650	£825	£2,200	£1,100

5. Managed Services

IPI is a Gold accredited Genesys partner. Buyers will have access to the very best experienced and certified engineering teams to ensure the Genesys Cloud CX platform is running optimally. With our Service Delivery Management and Customer Success engagement, IPI will work with buyers to achieve the outcomes you need, leveraging the technology you have invested in.

IPI's Service Desk is based across three locations in Reading, Manchester, and London. We use state of the art tools to proactively monitor and manage the solution. Service is designed to ensure the best possible service experience for clients.

Using an ITIL based framework we provide access to incident and service request management across our entire solution portfolio, and we do this on a 24x7x365 basis depending on your contract support cover time.

Our Managed service for Genesys Cloud includes the following services:

Service	Managed Service
Incident management	✓
Request management	✓
Problem management	✓
Change management	✓
Remote engineering support	✓
Monitoring and alerting	✓
Moves, adds, changes, deletes (MACD)*	✓
End of Sales and Support notifications	✓
Service delivery management	Additional charge applies
Onsite engineering support	Additional charge applies

* IPI include 10 service tokens within the first contractual year of service. Each service token is equivalent to up to a 30-minute interval of work. The customer may purchase more service tokens at any time to address specific scope of requirement changes.

The table below provides examples of IPI's support charges for the different Genesys Cloud CX licenses. The support charge is per license, per month.

License Type	Usage Tiers	Named User, Annual Pre-Pay	Named User, Annual Commit, Pay Monthly	Concurrent User, Annual Pre-Pay	Concurrent User, Annual Commit, Pay Monthly
Genesys Cloud CX 1	1-250	£5.04	£5.54	£6.65	£8.13
	251-500	£4.41	£4.85	£5.82	£7.11
	501+	£3.78	£4.16	£6.65	£6.10
Genesys Cloud CX 2	1-250	£7.73	£8.50	£10.28	£12.57
	251-500	£6.76	£7.44	£9.00	£11.00
	501+	£5.80	£6.38	£7.71	£9.42
Genesys Cloud CX 2D	1-250	£6.38	£7.02	£8.47	£10.35
	251-500	£5.59	£6.14	£7.41	£9.06
	501+	£4.79	£5.27	£6.35	£7.76
Genesys Cloud CX 3	1-250	£10.42	£11.46	£13.91	£17.00
	251-500	£9.11	£10.03	£12.17	£14.88
	501+	£7.81	£8.59	£10.43	£12.75
Genesys Cloud CX 3D	1-250	£9.07	£9.98	£12.10	£14.78
	251-500	£7.94	£8.73	£10.58	£12.94
	501+	£6.80	£7.48	£9.07	£11.09
Genesys Cloud CX 4	1-250	£16.13	£17.74	£21.77	£26.61
	251-500	£14.11	£15.52	£19.05	£23.28
	501+	£12.10	£13.31	£16.33	£19.96
Genesys Cloud CX 1	1-250	£3.70	£4.07	£4.84	£5.91
	251-500	£3.23	£3.56	£4.23	£5.17

Digital Add On II	501+	£2.77	£3.05	£3.63	£4.44
Genesys Cloud CX 1	1-250	£4.37	£4.80	£5.75	£7.02
WEM Add On II	251-500	£3.82	£4.20	£5.03	£6.14
	501+	£3.28	£3.60	£4.31	£5.27
Genesys Cloud CX 2	1-250	£2.69	£2.96	£3.63	£4.44
WEM Add On I	251-500	£2.35	£2.59	£3.18	£3.88
	501+	£2.02	£2.22	£2.72	£3.33
Wallboard License	1-250	£1.01	£1.06	N/A	N/A
	251-500	£0.88	£0.93	N/A	N/A
	501+	£0.76	£0.79	N/A	N/A
Communicate License	1-250	£0.67	£0.74	N/A	N/A
	251-500	£0.59	£0.65	N/A	N/A
	501+	£0.50	£0.55	N/A	N/A
Communicate Standalone Phone	1-250	£0.67	£0.74	N/A	N/A
	251-500	£0.59	£0.65	N/A	N/A
	501+	£0.50	£0.55	N/A	N/A
Journey Management Add-on	1-250	£2.02	£2.22	£2.72	£3.33
	251-500	£1.76	£1.94	£2.38	£2.91
	501+	£1.51	£1.66	£2.04	£2.49
Work Automation Add-on	1-250	£1.68	£1.85	£2.27	£2.77
	251-500	£1.47	£1.62	£1.98	£2.43
	501+	£1.26	£1.39	£1.70	£2.08

6. Additional Services

IPI provides enhanced services, however these come at an additional cost. They will be scoped based on the requirements and priced using the rate cards detailed below.

Service	Definition
Specialist event planning	IPI can offer access to our technical specialists who can help you plan for when you may be expected to provide for specialist events where the Genesys Cloud solution may require more complex routing requirements or to ensure your system will be ready to deal with peak loads based on expected contact volumes and specific times of the year, examples of this include seasonal or emergency events.
Integration services	IPI can provide access to technical specialists to help with bespoke integration requirements and changes for your systems. This depends on your license type and the external integration requirements. This is a specialist engagement that will require a defined and agreed scope of requirements, which carries additional costs depending on the complexity of the integration requirement.
Technical subject matter expert	IPI will provide access to a Genesys Cloud technical subject matter expert (SME) to provide assistance and best practice technical advice on the solution. The SME will be aligned to the customer and the customer will have direct access to the SME. The SME is Genesys Certified Professional accredited. The customer may request a set number of days of access to an SME which will be determined by the contract.
Customer training	The customer can access the Genesys Beyond Web based training. This service provides access to many training options to help you gain the most from your Genesys Cloud investment. Some training is free of charge whilst others may be chargeable. IPI can arrange this for you and assess your requirements before recommending the best options for you. IPI have training enablement packages available at additional costs.

Technical Support

Service Description	Rate 1	Rate 2	Rate 3
Remote programming (per hour)	£130	£200	£260
Callout (includes travel time and first hour on site)	£500	£750	£1,000
Additional hours on site (per hour)	£180	£265	£360
No fault found charge (per hour)	£500	-	-

Consulting Services Rate Card

Service Description	Daily Rate
Operational consulting and best practice, including WEM services	£1,250

Training Services Rate Card

Service Description	Daily Rate
End-user training – Agent (max 16 people), Supervisor (max 8)	£750
System Admin training – max 6 people	£950
“Train the trainer” – max 6 people	£950
Technical training – max 3 people	£1,000
Custom training materials development (e-learning, videos etc.)	£550
General support cover (floor walking, go-live support)	£750

7. Support Costs

Service Delivery Management Costs

IP Integration offers services within the Service Delivery Management space, that allow you to tailor your tactical requirements and needs, to your business' strategic plan. Allowing IPI Service Management to dovetail in and support you with your own target led outcomes.

Below are the four Service Management offerings and the associated costs for each.

Disciplines	Enhanced	Enhanced plus	Premium	Premium plus
Time associated to the account	2 Days a Month	3 Days a Month	5 Days a Month	7 Days a Month
Service Reporting Pack	Quarterly	Quarterly	Monthly	Monthly
- Incident and Request Reporting	Yes	Yes	Yes	Yes
- Performance Reporting KPI's & SLA's	Yes	Yes	Yes	Yes
- Root Cause Analysis Reporting	Sev 1	Sev 1	Sev 1 Sev 2 on request	Sev 1 Sev 2 on request
Service Reviews	Quarterly	Quarterly	Monthly	Monthly
Named Service Delivery Manager	Yes	Yes	Yes	Yes
Major Incident Oversight	Yes	Yes	Yes	Yes
Problem Reporting	Yes	Yes	Yes	Yes
Risk Management Reporting	Yes	Yes	Yes	Yes
Service Improvement Plans	Yes	Yes	Yes	Yes
Licence Trending	Yes	Yes	Yes	Yes
Small Order Delivery			Yes	Yes
Trend Analysis			Yes	Yes

Aged Ticket Analysis	Yes	Yes
Problem Identification Reporting	Yes	Yes
Vendor Management	Yes	Yes
3rd Party Issue Management	Yes	Yes
Security Oversight	Yes	Yes
Onsite Representation (1 day a month)	Yes	Yes
Operational Authority	Yes	Yes
Enhanced Awareness Package	Yes	Yes
Security Audit Management	Yes	Yes
Exit Management Oversight	Yes	Yes

Service Delivery Management	Rate Per Month
Enhanced	£1,500
Enhanced Plus	£2,000
Premium	£3,500
Premium Plus	£5,000

If none of the above SDM packages are selected, IPI provides a quarterly Service Desk Reporting package that is charged at £750 per month.

8. SIP trunking costs

The IPI “Voice Connect” service connects your Genesys Cloud CX to the PSTN via high availability Session Border Controllers (SBCs) using the SIP signalling protocol.

The Voice Connect service consists of a SIP channel rental with bundled call minutes or a call rate card, the service supports the use of both geographic and non-geographic numbers, which can either be provided as part of the service, or ported in from an existing provider.

SIP Trunking Service/item	Qty	Per Month Cost	One Time Cost
Voice Connect Set up	1	N/A	£250.00
VoiceConnect Channel - UK Bundle	1	£8.00	N/A
VoiceConnect Channel - UK pay as you use	1	£5.00	N/A
VoiceConnect DDI Rental	1	£0.40	N/A
Number porting (DDI and NGN)	1	N/A	POA

Bundled minutes included

Bundled Minutes Destination	Monthly inclusive Minutes per SIP Channel	Destination Code / Identifier
UK Local / National Geographic	2000	01xxx/02xxx
UK Mobile	1000	UK Mobile Vodafone, O2, Orange, T Mobile & H3G

9. Pricing Variations

- Enterprise style deals & time limited discounts may be available.
- Individual prices may increase during the contract as per CCS guidelines at call-off level, where reviews have been agreed by both parties prior to the contract award.