

Zendesk Cloud Software Pricing - G Cloud 15

		Monthly Price per Subscription (Monthly Commitment)	Monthly Price per Subscription by Volume Band (Annual Commitment), (0)						
Zendesk Suite ¹	Unit	1+	1 - 9	10 - 19	20 - 49	50 - 99	100 - 249	250 - 499	500+
Employee Service Suite - Professional	per Agent per month	£115.00	£84.55	£81.88	£78.32	£74.76	£71.20	£64.08	£59.63
Employee Service Suite - Enterprise	per Agent per month	£179.00	£132.05	£127.88	£122.32	£116.76	£111.20	£100.08	£93.13
Zendesk Suite - Professional	per Agent per month	£115.00	£84.55	£81.88	£78.32	£74.76	£71.20	£64.08	£59.63
Zendesk Suite - Enterprise	per Agent per month	£179.00	£132.05	£127.88	£122.32	£116.76	£111.20	£100.08	£93.13
Zendesk Suite - Enterprise Plus	per Agent per month	N/A	£194.75	£188.60	£180.40	£172.20	£164.00	£147.60	£137.35
Zendesk Support ²	Unit	1+	1 - 9	10 - 19	20 - 49	50 - 99	100 - 249	250 - 499	500+
Support Professional	per Agent per month	£39.00	£39.98	£36.45	£35.38	£33.98	£32.91	£31.50	£30.44
Support Enterprise	per Agent per month	£69.00	£79.07	£72.08	£69.97	£67.20	£65.09	£62.31	£60.21
Chat Team	per Agent per month	£16.00	£13.52	£11.44	£10.81	£9.99	£9.36	£8.53	£7.91
Chat Professional	per Agent per month	£29.00	£27.05	£22.88	£21.63	£19.97	£18.72	£17.06	£15.81
Chat Enterprise	per Agent per month	£59.00	£54.94	£46.48	£43.93	£40.57	£38.03	£34.66	£32.12
Zendesk Bundle Pricing ²	Unit	1+	1 - 9	10 - 19	20 - 49	50 - 99	100 - 249	250 - 499	500+
ELA Pricing - Enterprise Licence Agreement	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%
Sunshine Conversations		Monthly Price (Monthly Commitment)		Monthly Price (Annual Commitment)					
Notifications Pack	25,000 notifications	Per pack pricing	£50.00	£45.00					
MAU Pack	2,500 notifications	Per pack pricing	£50.00	£45.00					

Note 0: Price eligibility depends on the quantity of Agent(s)/Employee(s) being contracted in the applicable instance.
Note 1: Agent Months can be offered for applicable products, for a bundle of Agent licences which can be consumed across the contract term. Minimum Annual licence costs GBP 100k.
Note 2: Add-ons quantities are aligned to the underlying quantities of Zendesk Suite - Enterprise, or Support Professional (for example).

AI (Automated Resolutions) and Premier products

		Monthly Price per Subscription (Monthly Commitment)	Monthly Price per Subscription (Annual Commitment)
Platform-based add-ons			
Unit			
Automated Resolutions			
Automated Resolutions, Tier 1, 1-100 per month	Per Resolution	£1.30	£1.30
Automated Resolutions, Tier 2, 101-1,000 per month	Per Resolution	£1.15	£1.15
Automated Resolutions, Tier 3, 1,001-5,000 per month	Per Resolution	£1.00	£1.00
Automated Resolutions, Tier 4, 5,001+ per month	Per Resolution	£0.90	£0.90
Automated Resolutions. overage	Overage	£1.75	£1.75
Premium Sandbox			
Sandbox	per month	N/A	20% of list price. For example, if license costs amount to £50,000, the cost of sandbox will be £10,000
Tech Partner Resell (1)	per month	N/A	Variable

Premier, Assist and Professional Services (2)	Unit	Pricing	Comment
Premier Access	per month	15% of the Net price of applicable licences, no less than £4,320 per Annum at the instance level.	Unlimited consulting assessments Enhanced support Response time guarantees 24/7 support
Premier Plus	per month	20% of the Net price of applicable licences, no less than £26,400 per Annum at the instance level.	As above, plus unlimited interactive workshops, personalized technical support and technical strategic planning.
Premier Enterprise	per month	25% of the Net price of applicable licences, no less than £78,000 per Annum at the account level.	As above, plus unlimited dual interactive workshops, proactive technical support, high touch product roadmapping and credentialing and training
Zendesk Assist - Core*	per month	£4,850	Includes 28 hours per month for Admin assistance and technical guidance.
Growth Launch Package	one-time	£4,000	
Professional Launch Package	one-time	£9,600	
Enterprise Launch Package	one-time	£24,000	Includes Enterprise Package for training (3 sessions)
Svcs: Custom Services - Fixed Fee	one-time	Custom	Dependant on scope of services required.
Custom Services - Recurring	per month	Custom	Dependant on scope of services required.
AI Expert Packages (3)			
		Monthly	Annually
AI Expert Lite	per month	£666.67	£8,000
AI Expert Plus	per month	£1,333.33	£16,000
AI Expert Pro	per month	£2,146.67	£29,000

(1) Note: Various Partner products can be sold via Zendesk depending on the desired solution; pricing differs per deal dependant on scope, and is applicable for the duration of the Service Order term

(2) Premier subscriptions and Professional Services additional detail is here: <https://zen-marketing-assets.s3.us-west-2.amazonaws.com/Description-of+Professional+Services+V26.pdf+usen>

(3) Must be purchased to enable Advanced AI Agents.

Add-ons for Zendesk Suite and/or Zendesk Support¹²[illegible]