



G Cloud 15

BT Price Card for BT

Genesys Cloud

Contact Centre

1 Price Card

All prices exclude VAT.

The **Genesys Cloud Contact Centre** Price Card is subject to a Service Period of 36 months and an agreed minimum commitment.

Except where otherwise stated, all Genesys Cloud Contact Centre Service Plans are based on a Concurrent Agent model and include a fair use allowance of basic routing/IVR usage, API usage, and data storage for an organisation – see Fair Usage section. Named agent options are available on request.

Table 1 - Cloud Contact Centre set-up, configuration and Service.

BT Service Offer Reference Number	Professional Services	Per Person Per Day
BT-L2b-0260	Programme Manager	£850
BT-L2b-0261	Senior Programme Manager	£1100
BT-L2b-0262	Project Manager	£750
BT-L2b-0263	Technical Design Authority	£850
BT-L2b-0264	Developer	£850
BT-L2b-0265	Trainer	£850
BT-L2b-0266	Specialist Consultant	£1,200
BT-L2b-0267	Service Manager	£850

The buyer offers a range of professional services with the right options to fit your business needs. Following a scoping exercise and delivery of a Statement of Works document, project costs will be provided to deliver Genesys Cloud. Project costs are based on the above rates.

Customers have the opportunity to set up, build and configure Genesys Cloud without the assistance of the Buyer via the intuitive Self-Service interface.

The above excludes travel and expenses.

Table 2 – Concurrent Agent Licences. Price includes user licence, 24x7x365 support and BT's secure voice interconnect to Genesys Cloud. All agents must be of the same type.

BT Service Offer Reference Number	Base Tier Agent Licences	Monthly Recurring Charge Per Agent
BT-L2b-0268	Genesys Cloud CX 1	£89.00
BT-L2b-0269	Genesys Cloud CX 2	£129.00
BT-L2b-0270	Genesys Cloud CX 3	£171.00
BT-L2b-0271	Genesys Cloud CX 4	£260.00
BT-L2b-0272	Genesys Cloud CX 1 Hourly Interacting	£1.16
BT-L2b-0273	Genesys Cloud CX 2 Hourly Interacting	£1.77
BT-L2b-0274	Genesys Cloud CX 3 Hourly Interacting	£2.39
BT-L2b-0275	Genesys Cloud CX 4 Hourly Interacting	£3.70

Note: a named agent option is available upon request

Table 3 – Agent Service Options – additional services and capabilities, not listed below, are available upon request.

BT Service Offer Reference Number	Service Description	Monthly Recurring Charge Per Agent
BT-L2b-0276	Digital Add-On – from Genesys Cloud CX 1 to CX 2	£58.00
BT-L2b-0277	WEM Add-Ons – from Genesys Cloud CX 1 to CX 3	£69.00
BT-L2b-0278	WEM Add-Ons – from Genesys Cloud CX 2 to CX 3	£44.00
BT-L2b-0279	Teams Connector - Concurrent Agent	£5.96
BT-L2b-0280	Genesys Cloud for Dynamics 365 Connector Add-On	£30.42
BT-L2b-0281	Genesys Cloud for Pure Insights Historical Reporting / BI	£20.05
BT-L2b-0282	Genesys Cloud SuccessKPI Enhanced BI, reporting & QM	£28.91
BT-L2b-0283	Genesys Cloud for Salesforce Add-on	£28.88
BT-L2b-0284	Genesys Cloud for ServiceNow Connector Add-On	£28.88

BT Service Offer Reference Number	Service Description	Monthly Recurring Charge Per Agent
BT-L2b-0285	Genesys AudioHook Monitor (Per Min)	£0.0045
BT-L2b-0286	Genesys Cloud for Mindful enhanced Survey Add-on *	£19.80
BT-L2b-0287	Communicate for back office – Named User model only	£7.71

Professional Services required to build and configure the above. Price dependent upon complexity of customer use case requirements. Discovery workshops may be required to capture Customer outcome requirements. Rates for this are shown in Table 1.

* Additional monthly server and usage charges will apply for this service dependant on volumes.

Table 4 – One Time Set Up Services – One time set up charges for applicable add on charges

BT Service Offer Reference Number	Service Description	One Time Fixed Cost
BT-L2b-0288	Genesys Cloud Dynamics 365 Connector Quickstart	£18,605.16
BT-L2b-0289	Genesys ServiceNow Connector One Time PS	£18,605.16
BT-L2b-0290	Genesys Cloud for SuccessKPIs Enablement	£17,848.11
BT-L2b-0291	CX Cloud Quickstart Enablement (Salesforce)	£31,008.60
BT-L2b-0292	Genesys Cloud for Pure Insights Customer Reporting	£3,735.65

Table 5 – AI Services

BT Service Offer Reference Number	Service Description	Usage Charge
BT-L2b-0293	AI Tokens- Services covered by AI Tokens - https://help.mypurecloud.com/articles/genesys-cloud-tokens-based-pricing-model/	£0.7000

Note: additional professional service may be required to set up the above service, but price will be dependent on the customer use case requirement. Rates for this are shown in Table 1.

Table 6 – Optional Licence Units

Due to the fast pace of change this line item enables the buyer to purchase new functionality using the below as a multiplier.

BT Service Offer Reference Number	Additional Services	Unit Usage Charge
BT-L2b-0294	Optional licence unit rate	£1.00

Fair Usage

You can use up to the “fair use” amounts allocated by each of the licenses consumed per month. In the case of add-ons, the base license tier and applicable add-ons are summed together. Fair use allocations are based upon the greater of your commit or your actual usage within a month. If you exceed your provided allocation in the month, you are billed an overage charge. Allocations and charges per the following link <https://help.genesys.cloud/articles/genesys-cloud-tokens-based-pricing-model/>.

Table 7 – Functional use charges

Due to the fast pace of change this line item enables the buyer to purchase new functionality using the below as a multiplier.

BT Service Offer Reference Number	Description	Functional Use Charge
BT-L2b-0296	Enhanced Text to Speech – per 1 million TTS characters	£18.00
BT-L2b-0297	Inbound SMS service – Per message	£0.0075
BT-L2b-0298	Outbound SMS service – Per message	£0.0375
BT-L2b-0299	SMS Quarterly Recurring Charge	£4,681.25
BT-L2b-0300	SMS One Time Set Up Charge	£4,681.25



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Company information

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