



Business Systems (UK) Limited

G-Cloud 15

Pricing Document

**AI Enabled Nice CXone MPower Contact Centre
Omnichannel**



Contents

1 Who are Business Systems?.....2

2 Service Pricing – AI Enabled Nice CXone MPower Contact Centre Omnichannel ...2

2.1 AI Enabled Nice CXone Cloud CX Omnichannel Cloud Contact Centre Pricing.....2

1 Who are Business Systems?

Business Systems is an independent UK-based transformation partner with over 35 years' experience supporting organisations to modernise customer experience and contact centre operations.

We deliver outcome-driven solutions across AI and Automation, CX Management, Workforce Engagement Management, and Monitoring and Compliance. Our consultative, vendor-neutral approach supports complex, mission-critical environments, enabling secure transitions from legacy systems to modern, cloud-based platforms while maintaining operational integrity, regulatory compliance, and delivering measurable return on investment.

2 Service Pricing – AI Enabled Nice CXone MPower Contact Centre Omnichannel

The service described in this document represents one example of a service that may be provided. Business Systems Limited works with customers to scope and define services based on specific requirements, and additional or alternative services, components, or configurations may be offered following discovery. The final service delivered will reflect the agreed scope and customer needs.

2.1 AI Enabled Nice CXone Cloud CX Omnichannel Cloud Contact Centre Pricing

Bundles, Components, & Add-on/ Level Up Matrix ^{1,2}					
Included Bundle Components	Voice Agent	Omnichannel Agent	Essentials Suite	Core Suite	Complete Suite
ACD/IVR Voice Agent	✓	✓	✓	✓	✓
Digital Channels		✓	✓	✓	✓
Ports	2 or 3*	2 or 3*	2 or 3*	2 or 3*	2 or 3*
Integrated Softphone	✓	✓	✓	✓	✓
Active Storage	5 GB	5 GB	5 GB	5 GB	5 GB
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					✓
<i>*Included ports</i> <i><1,000 agents bundles w/3 ports</i> <i>>1,000 agents Enterprise bundles w/ 2 ports</i>					
Advanced or Premium Functionality					
Audio Recording Advanced	Level-up	Included	Included	Included	Included
Quality Management Advanced or Premium	Add-on*	Add-on	Level-up	Level-up	Level-up
Workforce Management Advanced	Add-on	Add-on	Add-on	Level-up	Level-up
Interaction Analytics Advanced or Premium	Add-on	Add-on	Add-on	Add-on	Level-up

Business Systems (UK) Limited

“Driving Positive Business Outcomes through Tailored Customer Experience, Compliance and Complete Communications”

Email: tender.alerts@bslgroup.com



Unit Price	Pricing
Voice Agent (Configured)	£49 per agent per month
Omnichannel Agent (Configured)	£59 per agent per month
Essentials Suite (Configured)	£71 per agent per month
Core Suite (Configured)	£89 per agent per month
Complete Suite (Configured)	£110 per agent per month
Level Up pricing (Configured) (Per agent per month)	Audio Recording Advanced = £5.60 Quality Management Advanced = £5.60 Quality Management Premium = £11.10 Workforce Management Advanced = £5.60 Interaction Analytics Advanced = £7.80 Interaction Analytics Premium = £15.50
Add-on Pricing (Configured)	Quality Management Basic = £8.30 Quality Management Advanced = £13.90 Workforce Management = £8.30 Workforce Management Advanced = £13.90 Interaction Analytics = £15.50 Interaction Analytics Advanced = £23.30

This pricing is for the packages in the table. Additional modules or functionality will require scoping and may incur additional cost.

A number of features such as BOT's are charged at a usage rate dependent upon the complexity and user journey. These will be scoped and priced during discovery.

Professional Services

If contracted, professional services will be provided at a cost of £1,200 per day.

Business Systems (UK) Limited

**"Driving Positive Business Outcomes through Tailored Customer Experience,
Compliance and Complete Communications"**

Email: tender.alerts@bslgroup.com





**business
systems**

G-Cloud 15

**Business Systems UK Ltd
Techspace 2nd Floor
140 Goswell Road
London
EC1V 7DY**

