

IBM Watsonx Assistant

Pricing Document



Pricing Document

Plan	Features and capabilities	Pricing
Lite	Everything you need to get started, free for as long as you need it Up to 1,000 unique monthly active users (MAUs) chatting with your assistant Up to 10,000 messages per month --- Features --- - World-class conversational AI - Make your website assistant your own with Webchat - deploy Webchat in minutes, or use our fully extensible architecture - Keep your assistant up-to-date by automatically scanning existing webpages and documents or by using some of our prebuilt dialog content - Connect to any application or database with a prebuilt integration, or build your own custom integration on top of API endpoints - Create engaging user interactions using images, buttons, and more - Analyze and enhance your assistant with our analytics dashboard - Take comfort knowing your assistant is reliably hosted on IBM Public Cloud --- Limits --- Actions: - 3 assistants per instance - Up to 100 actions - 3 custom extensions per assistant - 7 days of usage analytics - Session inactivity timeout 5 minutes - Services are deleted after 30 days of inactivity Dialog: - Up to 5 Skills (Dialog, Action, Search) - 7 days of usage analytics - Session inactivity timeout 5 minutes - Services are deleted after 30 days of inactivity Everything you need to get started, free for as long as you need it Lite plan services are deleted after 30 days of inactivity.	Free
Plus	 Connect with users on any channel [Recommended]  \$140 for first 1,000 MAUs and first 100 Resource Units Free \$14 for every additional 100 MAUs --- Available Add-ons --- +\$9 for every 100 MAUs using voice (in addition to MAU base cost) +\$0.60 for every 1,000 Resource Units --- Features --- - Everything available in Lite - Phone integration through any SIP provider - SMS integration through Twilio - Improve assistant responses with intent recommendations and intent conflict resolution - Keep sensitive data even more secure by routing it through private endpoints, and isolated from public internet connections - Automatically ingest content from documents and keep it up-to-date for search --- Limits --- - Up to 50 Skills per Instance - Unlimited Dialog nodes per skill - Up to 10 Versions per Dialog Skill - 30 days of usage analytics - Session inactivity timeout 24 hours - Up to 100 concurrent calls using phone integration	£10.6931454 GBP/Hundred Active Users £6.8741649 GBP/Hundred Active Voice User £0.45827766 GBP/Thousand Resource Units £106.931454 GBP/Instance
Enterprise	Scale and secure your assistant with enterprise-grade support and data governance \$6,000 for first 50,000 MAUs and first 5,000 Resource Units Free \$120 for every 1,000 additional MAUs --- Available Add-ons --- +\$90 for every 1,000 MAUs using voice (in addition to MAU base cost) +\$0.60 for every 1,000 Resource Units --- Features --- - Everything available in Plus - Export or analyze chat logs anywhere you want by connecting to webhooks and API endpoints - Monitor who accessed and edited your assistant using Activity Tracker - Onboarding support from our team to help you start quickly and make the most of Watson Assistant - Lower costs per MAU --- Limits --- - Up to 100 Skills per instance - Up to 50 versions per dialog skill per Instance - 30 days of usage analytics - Session inactivity timeout 7 days - 1,000 concurrent calls using phone integration (contact us for higher limits) 12 month commitment required	£4,582.7766 GBP/Instance £91.655532 GBP/Thousand Active Users £68.741649 GBP/Thousand Active Voice Users £0.45827766 GBP/Thousand Resource Units

IBM Cloud sometimes makes changes to offerings, included but not limited to: changing offering names, adding new offerings, removing existing offerings, adding or removing offering capabilities, changing costs per unit, changing units used to measure cost.

For further, updated information regarding all offerings, plus support and guidance on application running costs, contact your IBM representative or follow the link: <https://cloud.ibm.com/>

IBM Cloud provides a detailed cost estimator, and a down-to-the-penny cost calculator to help you plan for charges. You can check the actual cost after you build your apps through the IBM Cloud Dashboard. Where costs differ between this document and the IBM Cloud cost estimator tools, the tools should be considered to provide the correct price.

To calculate the cost of running an application on IBM Cloud, follow the link: <https://cloud.ibm.com/estimator>

Other billing options available including on-premise and subscription.

IBM has a strategic MoU with Crown Commercial Services (CCS) which is applicable to all Public Sector Customers buying via G-Cloud. This provides agreed baseline levels of discounts and details higher levels of discounts for larger volumes or greater durations of contract. The IBM pages describing this are at https://ibm.biz/ccs_mou. Public Sector clients can request a full copy of the IBM MOU from CCS by sending an email to info@crownccommercial.gov.uk

The pricing in this G-Cloud Offering takes account of the MOU baseline discounts. As IBM's portfolio is somewhat complex and there are several factors that affect the pricing; if your requirements are for more than just one license for a month, we would suggest that you contact us directly to ask us to provide you with pricing with the correct levels of discount for the term and volumes that you require. The email address for G-Cloud related enquiries is ukcat@uk.ibm.com. Please ensure that you indicate which G-Cloud Offering(s) you are requesting details for.