



Cirrus NiCE

G-Cloud 15 Pricing

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1 DOCUMENT CONTROL

1.1 Distribution List

Name	Role	Representing
Bid Manager	Bid management	Cirrus

1.2 Change control

The document and its associated procedures, templates and diagrams are created and maintained by the Cirrus Team. When a change must be made, the Cirrus team will record and agree the change with the team manager and a note will inform all in the distribution list that a change has occurred. The Cirrus team will periodically update this document to reflect agreed changes.

The issue level of this document is indicated by a 2-part issue number consisting of a major issue number and a minor revision number (m.n). Major revisions to the document are identified by a minor revision number zero (1.0, 2.0, etc.). Draft issues are indicated by an alphabetic revision level (e.g. 0a, 0b, etc. or 1.0a, 1.0b etc. or 1.1a, 1.1b etc.). The alphabetic revision level reflects the progress of the document through draft stages. Once a draft revision has been reviewed and approved for issue at a minor or major revision level, the document is created at that revision level and approvals recorded.

1.3 Amendment Record

Version	Date	Status	Comments
1.0	27/01/26	Issued	First version

2 NICE CXONE SUBSCRIPTION BUNDLES: NAMED

*All bundle licences include connectivity and inbound minutes – inclusive of the price of the licence.

Description	Digital Agent	Voice Agent	Omnichannel Agent	Essentials Suite	Core Suite	Complete Suite	Ultimate Suite
ACD Voice Agent		X	X	X	X	X	X
Digital Agent	X		X	X	X	X	X
Digital Channels	X		X	X	X	X	X
Ports		2/3	2/3	2/3	2/3	2/3	2/3
Integrated Softphone	X	X	X	X	X	X	X
Active Storage	5GB	5GB	5GB	5GB	5GB	5GB	5GB
CXone Audio Recording		X					
CXone Audio Recording Advanced			X	X	X	X	X
CXone Screen Recording				X	X	X	X

CXone Quality Management				X	X	X	X
CXone Workforce Management					X	X	X
CXone Performance Management INSIGHTS							X
CXone Interaction Analytics						X	X
CXone Feedback Management						X	X
CXone Quality Management Premium							X
CXone Interaction Analytics Advanced							X
CXone Enlighten CSAT Agent Behaviour Use Case							X
CXone Enlighten AI Routing							X
Price Per Agent Per Month	£36.00	£48.00	£57.00	£68.00	£93.00	£108.00	£189.00

3 NICE CXONE SUBSCRIPTION BUNDLES: CONCURRENT

*All bundle licences include connectivity and inbound minutes – inclusive of the price of the licence.

Description	Digital Agent	Voice Agent	Omnichannel Agent	Essentials Suite	Core Suite	Complete Suite	Ultimate Suite
ACD Voice Agent		X	X	X	X	X	X
Digital Agent	X		X	X	X	X	X
Digital Channels	X		X	X	X	X	X
Ports		2/3	2/3	2/3	2/3	2/3	2/3
Integrated Softphone	X	X	X	X	X	X	X
Active Storage	5GB	5GB	5GB	5GB	5GB	5GB	5GB
CXone Audio Recording		X					
CXone Audio Recording Advanced			X	X	X	X	X
CXone Screen Recording				X	X	X	X
CXone Quality Management				X	X	X	X

CXone Workforce Management					X	X	X
CXone Performance Management INSIGHTS							X
CXone Interaction Analytics						X	X
CXone Feedback Management						X	X
CXone Quality Management Premium							X
CXone Interaction Analytics Advanced							X
CXone Enlighten CSAT Agent Behaviour Use Case							X
CXone Enlighten AI Routing							X
Price Per Agent Per Month	£49.00	£67.00	£80.00	£96.00	£120.00	£150.00	£257.00

4 NICE CXONE CORE ITEMS OUT OF BUNDLE

Description	Named Price Per User Per Month
CXone Audio Recording Advanced	£12.00
CXone Screen Recording	£8.50
CXone Screen Recording Advance	£15.50
CXone Quality Management	£12.00
CXone Quality Management Advanced	£20.00
CXone Quality Management Premium	£25.00
CXone Workforce Management	£12.00
CXone Workforce Management Advanced	£20.00
CXone Workforce Management Premium	£52.00
CXone Interaction Analytics	£22.00



CXone Interaction Analytics Advanced	£32.50
CXone Interaction Analytics Premium	£44.00
CXone Performance Management	£24.00

5 NICE CXONE FEEDBACK MANAGEMENT OUT OF BUNDLE

Description	Price
CXone Feedback Management, per user per month	£28.00
CXone Feedback Management Survey Response Bundle - 1-1,000 survey responses	£0.60
CXone Feedback Management Survey Response Bundle - 1,001-10,000 survey responses	£0.44
CXone Feedback Management Survey Response Bundle - 10,001-25,000 survey responses	£0.29
CXone Feedback Management Survey Response Bundle - 25,000-50,000 survey responses	£0.17
CXone Feedback Management SMS Gateway, per BU per month	£792.00
CXone Feedback Management SMS Long Code	£176.00

6 NICE CXONE SUBSCRIPTIONS: NON-BUNDLE ITEMS

Description	Named Price
CXone Personal Connection Outbound Dialler, per user per month	£20.00
CXone Agent Workflow Configuration – Small per BU per month	£440.00
CXone Agent Workflow Configuration – per BU per month	£497.86
CXone Agent Integration, per user per month	£15.00
Surfly Business	£14.00
Surfly Advanced	£27.00
CXone Expert Knowledge Management – Employee, per user per month	£15.00
CXone Expert Knowledge Management – Public FAQ Add On, per BU per month	£693.50
CXone Expert Advanced Knowledge Management – Employee, per user per month	£28.50
CXone Real-Time Interaction Guidance, per user per month	£23.00
CXone Mpower WFM Advanced with multi-ACD	£38.00

Calabrio Workforce Management - per user	£44.43
NICE IEX WFM Advanced, per user per month	£32.00
CXone Interactions Hub - Data Policies (Per Interaction)	£0.07
CXone Proactive AI Agent (Per Agent) -1: 10-19	£2,131.20
BYOC - RCS/SMS Connector	£300.00
Application connector	£250.00

7 NICE CXONE AI: USAGE COSTS

Description	Unit	Price per Unit
Bot Builder	Per Session	£0.06
CXone Virtual Agent Hub	Per 1,000 Sessions	£5.50
Mpower Agent Builder	Per Session	£0.06
Copilot for Agents: Voice	Per Session	£0.18
Copilot for Agents: Digital	Per Session	£0.16
AutoSummary	Per Session	£0.12



Cognigy: Voice	Per Session	£0.17
Cognigy: Digital	Per Session	£0.25
Copilot for Digital Supervisors	Per Session	£0.10
Copilot for Voice Supervisors	Per Session	£0.13
Autopilot Digital	Per Session	£0.21
Autopilot Voice	Per Call	£0.29
Automatic Speech Recognition (ASR)	Per Minute	£0.10
Workflow Transaction Overage	Per 1k Transactions	£0.50

8 NICE CXONE: PLATFORM USAGE COSTS

Description	Unit	Price per Unit
Active Storage	Per GB, Per Month	£0.55
Long Term Storage	Per GB, Per Month	£0.15
Long Term Storage Retrieval	Per GB	£1.10
Basic SMS	Per Code, Per Month	£74.35
Advanced SMS	Per Code, Per Month	£1,933.18
SMS (first 10k Messages)	Per Message	£0.0404
World Voice DID	Per DID, Per Month	£5.71

9 CONNECTIVITY TO NICE CXONE PLATFORM

Description	Unit	Price Per Unit
SIP Channel	Per Channel, Per Month	£6.50
SIP Channels: 200+	Per Channel, Per Month	£4.14
SIP Channels: 500+	Per Channel, Per Month	£3.93
DDI	Per DDI	£1.00
DDI Rental	Per DDI, Per Month	£0.35
Single NGN Port Order	Per NGN	£16.00
Bulk NGN Port – Block of up to 10	Per Order	£76.00
Bulk NGN Port – Block of 11 or more	Per Order	£150.00
Single Geographic Line Port	Per CLI	£16.00
Multi Geographic Line Port	Per Main Billing No	£30.00
Multi Geographic Line Port with Block of 1–10 DDIs	Per Main Billing No	£76.00



Multi Geographic Line Port with Block of >10 DDIs	Per Main Billing No	£150.00
OOH Port (Evenings Mon–Fri)	Per Order, Per Day	£180.00
OOH Port (Saturday)	Per Order, Per Day	£360.00

10 GUIDE

Description	Unit	Price Per Unit
Foundation	Per Day	£1,250.00
Growth	Per 3 Days	£3,562.50
Optimise	Per 5 Days	£5,625.00

11 PROFESSIONAL SERVICES

Description	Unit	Price Per Unit
Guide	Per Day	£1,250.00
Project Management	Per Day	£1,250.00
Service Delivery Consultant	Per Day	£1,000.00
Go Live Support	Per Day	£1,000.00
User Training	Per Day	£1,000.00
Compliance Documentation	Per Day	£1,250.00
AI Consultancy	Per Day	£1,250.00

12HALO

Item	Recurring Measure	Recurring Cost	Setup Cost	Note
Access Agent	per licence per month	£71.25		Per licence per month. Includes 4000 Usage Minutes per licence per full month (pro rata for a part month), inbound, outbound, IVR and queue time. Usage Minutes are aggregated to form your Fair Usage Policy. The following Call Charges are also included within your Fair Usage Policy: - UK - 01 / 02 / 03 - Major mobiles - 02, Vodafone, EE, 3 (FM1, FM3, FM4, FM5, FM6) - Calls outside of this range are charged as per the agreed rate card. If you exceed the total aggregated Usage Minutes provided in any given month, Fair Usage Policy Overage Charges for this line item are charged as per the rate card
Manage Agent	per licence per month	£83.75		Per licence per month. Includes 4000 Usage Minutes per licence per full month (pro rata for a part month), inbound, outbound, IVR and queue time. Usage Minutes are aggregated to form your Fair Usage Policy. The following Call Charges are also included within your Fair Usage Policy: - UK - 01 / 02 / 03 - Major mobiles

				- 02, Vodafone, EE, 3 (FM1, FM3, FM4, FM5, FM6) - Calls outside of this range are charged as per the agreed rate card. If you exceed the total aggregated Usage Minutes provided in any given month, Fair Usage Policy Overage Charges for this line item are charged as per the rate card
Engage Agent	per licence per month	£108.75		"Per licence per month. Includes 4000 Usage Minutes per licence per full month (pro rata for a part month), inbound, outbound, IVR and queue time. Usage Minutes are aggregated to form your Fair Usage Policy. The following Call Charges are also included within your Fair Usage Policy: - UK - 01 / 02 / 03 - Major mobiles - 02, Vodafone, EE, 3 (FM1, FM3, FM4, FM5, FM6) - Calls outside of this range are charged as per the agreed rate card. If you exceed the total aggregated Usage Minutes provided in any given month, Fair Usage Policy Overage Charges for this line item are charged as per the rate card"
Voice Agent	per licence per month	£50.61		"Per licence per month. Includes 4000 Usage Minutes per licence per full month (pro rata for a part month), inbound, outbound, IVR and queue time. Usage Minutes are aggregated to form your Fair Usage Policy. The following Call Charges are also included within your Fair Usage Policy: - UK - 01 / 02 / 03 - Major mobiles - 02, Vodafone, EE, 3 (FM1, FM3, FM4, FM5, FM6) - Calls outside of this range are charged as per the agreed rate card. If you exceed the total aggregated Usage Minutes provided in any given month,

				Fair Usage Policy Overage Charges for this line item are charged as per the rate card"
Supervisor Uplift	per licence per month	£40.49		
Admin	per licence per month	£15.00		
Wallboard	per licence per month	£62.50		
Call Recording Storage (additional months)	per licence per month	£8.33		Provides additional call recording storage beyond allowances within voice bundle licences
Support	per licence per month	£8.33		
PCI Pro Card Payments	per instance per month	£1120.00	£778.00	PCI Essential Bundle - 10k Transactions, Per bundle per month. Usage over specified amount charged at £0.02 per Transaction attempt. Min's overage is charged at £20 per 25,000 block

Optional licences

Item	Recurring Measure	Recurring Cost	Setup Cost	Note
Email Agent	per licence per month	£21.25		
SMS Agent	per licence per month	£15.00		Outbound SMS charged at £0.0302p per message.
Webchat Agent	per licence per month	£15.00		
Facebook Agent	per licence per month	£15.00		
Instagram Agent	per licence per month	£15.00		
WhatsApp Agent	per licence per month	£15.00		WhatsApp usage is charged as follows: Utility Conversation - £0.0319 Authentication - £0.0288 Service - £0.0311 Marketing - £0.0566
Online Reviews Bundle	per licence per month	£30.00		

Back Office Licence (500 minutes)	per licence per month	£12.50		Usage over specified amount charged at £0.00778 per minute.
Outbound Campaign Management	per licence per month	£12.50		
Video - per platform	per licence per month	£1630		Per instance per month. Includes 10 video agent licences. Storage of video files charged at £0.9011p per gigabyte (approx. 60 minutes = 1gb)
Video Agent (additional agent above 10)	per licence per month	£105.63		Storage of video files charged at £0.9011p per gigabyte (approx. 60 minutes = 1gb)
Application Connector (Bespoke API) - per agent	per licence per month	£375.00		Usage over specified amount charged at £0.00222 per minute.
Screen Recording	per licence per month	£15.88		Per licence per month. 4000 minutes per agent per month based on a single screen. Usage over specified amount charged at £0.0042 per minute.
CAI (Conversational AI) - per platform	per instance per month	£1,500.00	£2,143.00	Usage charged at £0.16 per interaction.
CAI+ - per platform	per instance per month	£1,933.33	£2,143.00	Requires corresponding actions bundle
Quality Monitoring	per licence per month	£21.19		

Quality Analytics	per licence per month	£57.06		
Workforce Management (WFM)	per licence per month	£16.25		
WFM Connector	per licence per month	£12.50		
Link Pay+	per transaction	£0.75		
CAI+ - Bundle - 10k requests	per instance per month	£1,500.00		Usage over specified amount charged at £0.032 per action.
Calabrio Workforce Management - per user	per licence per month	£44.43	£13,657.00	
Dedicated Application Instance	per instance per month	£250.00		Service can be stacked based on complexity of customer requirements.