

G-Cloud 15

Pricelist

Genesys Cloud CX – Omnichannel contact centre

Kerv Experience Limited

Kerv.com
Stay ahead

Document Classification: Public

Genesys Cloud Pricing Overview

Genesys Cloud licensing is based on either Monthly or Annual Prepay models with varying contract lengths to suit the buyer. Genesys provides a simplified licensing model in which all Genesys Cloud features and functionality are grouped into 3 license levels (for contact centre users) referred to as Genesys Cloud CX 1, Genesys Cloud CX 2, and Genesys Cloud CX 3. There is also an ability to take these licenses as digital only.

In addition to these, the buyer can select add-on licenses to bolster functionality, such as Workforce Engagement Management (WEM) and Digital. The main Genesys Cloud licenses are shown in the table below, presented as either 'named' or 'concurrent' users. Licensing is also available on an hourly model.

	Named User - Annual commitment, annual prepay	Named User - Annual commitment, paid monthly	Concurrent User - Annual commitment, annual prepay	Concurrent User - Annual commitment, paid monthly
Genesys Cloud CX 1	£57.75	£63.53	£84.70	£93.17
Genesys Cloud CX 2	£88.55	£97.41	£130.90	£144.00
Genesys Cloud CX 3	£119.35	£131.29	£177.10	£194.81
Genesys Cloud CX 2 Digital	£73.15	£80.47	£107.80	£118.58
Genesys Cloud CX 3 Digital	£103.95	£114.35	£154.00	£169.40
Genesys Cloud CX 4	£184.80	£203.28	£277.20	£304.92
Genesys Cloud Communicate User	£7.70	£8.47	n/a	n/a
Genesys Cloud EX	£69.30	£76.23	n/a	n/a
Genesys Cloud CX 1 Digital Add-On II	£42.35	£46.59	£61.60	£67.76
Genesys Cloud CX 1 WEM Add-On II	£50.05	£55.06	£73.15	£80.47
Genesys Cloud CX 2 WEM Add-On I	£30.80	£33.88	£46.20	£50.82
Genesys Cloud AI Token Unit Price	£0.77	£0.77	£0.77	£0.77

A full list of all Genesys Cloud Licenses and associated Kerv Services can be found at https://kerv.com/g-cloud/genesys-cloud-pricelist/

Additional usage charges - fair usage policy

For more information, see https://help.mypurecloud.com/articles/genesys-cloud-fair-use-policy/.

AppFoundry Catalogue

There are multiple applications that support Genesys Cloud and can be purchased as an add-on to the core service. The directory and associated pricing for the services can be found here: https://appfoundry.genesys.com/

Call Termination Charges

Domestic calls will be charged at the following rates:

Destination	Peak Per Minute	Off-Peak Per Minute	Weekend Per Minute
UK National	£0.01	£0.01	£0.01
UK Mobile T Mobile	£0.05	£0.05	£0.05
UK Mobile Orange	£0.05	£0.05	£0.05
UK Mobile Vodafone	£0.05	£0.05	£0.05
UK Mobile Hutchison 3G	£0.05	£0.05	£0.05

NOTE: All costs are in pence per minute

International calls will be charged at the following rates: https://kerv.com/kerv-experience/enterprise-rate-card/

Number Porting

Geographic Number Porting

Service Description	Charge Type	Charge Per Order (in hours*)
Options		
Single Line Port Order	One Off	£12.00
Multi-line Port Order (Aux)	One Off	£25.00
Multi-line Port Order with DDI block of up to 10	One Off	£60.00
Multi-line with DDI block of 11 or more	One Off	£110.00

Non-Geographic Number Porting

Service Description	Charge Type	Charge Per Order (in hours*)
Options		
Single NGN Port Order	One Off	£12.00
Bulk NGN Port Order block of up to 10	One Off	£60.00
Bulk NGN Port Order block of 11 or more	One Off	£110.00

Penalty Charges

Penalty Charges		
Description	Examples	Charge
Order rejected by losing communications provider	Wrong order type Missing or incorrect information Remote call forwarding/CNI on the line Incorrect information	£15.50
Porting date or time changed by customer	Customer site not ready	£30.10
Cancellation or time out of port order by a customer	Cancellation by a customer of a confirmed port order	£15.50

Geographic Porting Out Service

Service Description	Charge Type	Charge Per CLI
Options	Charge per order (in hours)	
Geographical Porting Out	Export of a number to another network	£11.00
Non-Geographic Porting Out	Export of a number to another network	£11.00

Professional Services

Kerv 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 will be based on the following rates:

Professional Services Rates

Resource type	**Day rate**	**Hourly rate**
Programme Manager	£850	£140
Project Manager	£750	£120
Solution Architect (TDA)	£850	£140
Implementation Engineer	£800	£130
Developer	£850	£140
Trainer	£750	£120

Customers also have the opportunity to build Genesys Cloud without the assistance of Kerv. Genesys Cloud is an intuitive product and therefore customers can perform their own setup and completely configure their Genesys Cloud system. There is a help section with tutorial videos and guides to assist you in getting the most out of the platform.