



Customer	SLED Customer
Subscription	Annual PrePay
Service Term	For Orders Submitted 2025-2027

Genesys Cloud - Named - Commercial Licenses					
Product \ Feature	SKU	Qty	per Agent MRC	Annualized	per Unit of Measure
Genesys Cloud CX1	PC-170-NV-USR1	1	\$ 75.00	\$ 900.00	per Agent
Genesys Cloud CX2	PC-170-NV-USR2	1	\$ 115.00	\$ 1,380.00	per Agent
Genesys Cloud CX3	PC-170-NV-USR3	1	\$ 155.00	\$ 1,860.00	per Agent
Genesys Cloud CX4	GC-170-NV-USR4	1	\$ 240.00	\$ 2,880.00	per Agent
Genesys Cloud CX2 - Digital User	GC-170-NV-USR2D	1	\$ 95.00	\$ 1,140.00	per Agent
Genesys Cloud CX3 - Digital User	GC-170-NV-USR3D	1	\$ 135.00	\$ 1,620.00	per Agent
Genesys Cloud CX1 Digital Add-On II	PC-170-NV-USR1DIGII	1	\$ 55.00	\$ 660.00	per Agent
Genesys Cloud CX1 WEM Add-on II	GC-170-NV-USR1WEMII	1	\$ 65.00	\$ 780.00	per Agent
Genesys Cloud CX2 WEM Add-on I	GC-170-NV-USR2WEMI	1	\$ 40.00	\$ 480.00	per Agent
Genesys Cloud for Salesforce Add-on	PC-170-NV-PCSFAN	1	\$ 15.00	\$ 180.00	per Agent
Genesys Cloud for Microsoft Teams Integration	GC-170-NV-GCMICROTI	1	\$ 5.00	\$ 60.00	per Agent
Genesys Cloud for Zoom Phone Integration	GC-170-NV-GCZOOMPI	1	\$ 5.00	\$ 60.00	per Agent

Genesys Cloud - Concurrent - Commercial Licenses					
Product \ Feature	SKU	Qty	per Agent MRC	Annualized	per Unit of Measure
Genesys Cloud CX1	PC-170-NV-USR1C	1	\$ 110.00	\$ 1,320.00	per Agent
Genesys Cloud CX2	PC-170-NV-USR2C	1	\$ 170.00	\$ 2,040.00	per Agent
Genesys Cloud CX3	PC-170-NV-USR3C	1	\$ 230.00	\$ 2,760.00	per Agent
Genesys Cloud CX4	GC-170-NV-USR4C	1	\$ 360.00	\$ 4,320.00	per Agent
Genesys Cloud CX2 - Digital User	GC-170-NV-USR2DC	1	\$ 140.00	\$ 1,680.00	per Agent
Genesys Cloud CX3 - Digital User	GC-170-NV-USR3DC	1	\$ 200.00	\$ 2,400.00	per Agent

Genesys Cloud CX1 Digital Add-On II	PC-170-NV-USR1DIGIIC	1	\$	80.00	\$	960.00	per Agent
Genesys Cloud CX1 WEM Add-on II	GC-170-NV-USR1WEMIIC	1	\$	95.00	\$	1,140.00	per Agent
Genesys Cloud CX2 WEM Add-on I	GC-170-NV-USR2WEMIC	1	\$	60.00	\$	720.00	per Agent
Genesys Cloud for Salesforce Add-on	PC-170-NV-PCSFANC	1	\$	22.50	\$	270.00	per Agent
Genesys Cloud for Microsoft Teams Integration	GC-170-NV-GCMICROTIC	1	\$	7.50	\$	90.00	per Agent
Genesys Cloud for Zoom Phone Integration	GC-170-NV-GCZOOMPIC	1	\$	7.50	\$	90.00	per Agent

Genesys Cloud - Other Licenses and Features					
Product \ Feature	SKU	Qty	per Agent MRC	Annualized	per Unit of Measure
Genesys Cloud Communicate User	PC-170-NV-USCOM	1	\$ 10.00	\$ 120.00	per Agent
Genesys Cloud Communicate Stand-Alone Phone	PC-170-NV-USCOMSAP	1	\$ 10.00	\$ 120.00	per Agent

Genesys Cloud - Usage Overage Rates				
Product \ Feature	SKU	Qty	Rate per Unit	per Unit of Measure
Platform Usage Fee - Genesys Cloud BYOC - Overage*	PV-170-NV-PCBYOC	1	\$ 0.0012	per Minute
AI Experience Tokens - Overage**	GC-170-NV-AIT	1	\$ 1.00	per Token

Professional Services	
Product \ Feature	Non-Recurring Charge
Platform Installation and Integration	TBD

Genesys Cloud - Optional Feature - Non-Recurring Charges				
Product \ Feature	SKU	Qty	NRC	per Unit of Measure
Beyond CX Training Subscription - 12 Month Subscription	3GP116258ABAA	1	\$ 3,500.00	per Agent
Genesys US-OnShore Support - Enablement	GCCS-170-NV-USOSE	1	\$ 5,000.00	per Organization

Solution Notes:

- Approved rates do not include Taxes, Fees or Surcharges.
- Approved rates are for Direct sales, only. No Partner deals are approved with the specified rates above.
- Pricing is valid for 12, 24, and 36 month deals.
- Ordered Genesys Cloud solutions must equate to a minimum of \$1,300.00 per month.
- Annual Prepay subscription charges will be invoiced upon the execution of the Genesys Cloud Order Form (i.e. Day 1). Upon conclusion of the initial 12 months, the Annual Prepay subscription charges will be invoiced on the anniversary of the Order Form Effective Date.
- Customers may configure one Wallboard Account within the Genesys Cloud environment at no charge. Subsequently configured Wallboard Accounts are priced on an Individual Case Basis.
- *For Named Agents, Customer will receive 5,000 minute of use per license per month, pooled. Each minute above the 5,000 minutes of use per license per month will be assessed the Platform Usage Fee rate stated in the pricing table above.
- *For Concurrent Agents, Customer will receive 6,500 minute of use per license per month, pooled. Each minute above the 6,500 minutes of use per license per month will be assessed the Platform Usage Fee rate stated in the pricing table above.
- **For AI Experience Tokens, the Genesys Cloud licenses include either 250 tokens for each Named organization per month or 350 tokens for each Concurrent organization per month. In the event that the included tikens per month is exceeded, the overage rate stated in the pricing table above will be assessed.
- Product usage rates are in addition to any applicable carrier rates.
- Professional Services charges associated with platform installation and integration are applicable and pricing available upon completion of discovery and design.
- Customer's use of the Genesys Cloud service is subject to the following Resource Services provisions, including usage overage and associated charges.
- Pricing in this catalogue is valid for 2025 - 2027 on a minimum 12-month service term. All solution and pricing requests after 2027 will be assessed on an individual case basis. License pricing after 2027 **may** increase by **up to** 10% per year for each year after 2027.



Customer	SLED Customer
Subscription	Annual Month to Month
Service Term	For Orders Submitted 2025-2027

Genesys Cloud - Named - Commercial Licenses				
Product \ Feature	SKU	Qty	per Agent MRC	per Unit of Measure
Genesys Cloud CX1	PC-170-NV-USR1	1	\$ 82.50	per Agent
Genesys Cloud CX2	PC-170-NV-USR2	1	\$ 126.50	per Agent
Genesys Cloud CX3	PC-170-NV-USR3	1	\$ 170.50	per Agent
Genesys Cloud CX4	GC-170-NV-USR4	1	\$ 264.00	per Agent
Genesys Cloud CX2 - Digital User	GC-170-NV-USR2D	1	\$ 104.50	per Agent
Genesys Cloud CX3 - Digital User	GC-170-NV-USR3D	1	\$ 148.50	per Agent
Genesys Cloud CX1 Digital Add-On II	PC-170-NV-USR1DIGII	1	\$ 60.50	per Agent
Genesys Cloud CX1 WEM Add-on II	GC-170-NV-USR1WEMII	1	\$ 71.50	per Agent
Genesys Cloud CX2 WEM Add-on I	GC-170-NV-USR2WEMI	1	\$ 44.00	per Agent
Genesys Cloud for Salesforce Add-on	PC-170-NV-PCSFAN	1	\$ 16.50	per Agent
Genesys Cloud for Microsoft Teams Integration	GC-170-NV-GCMICROTI	1	\$ 5.50	per Agent
Genesys Cloud for Zoom Phone Integration	GC-170-NV-GCZOOMPI	1	\$ 5.00	per Agent

Genesys Cloud - Concurrent - Commercial Licenses				
Product \ Feature	SKU	Quantit	per Agent MRC	per Unit of Measure
Genesys Cloud CX1	PC-170-NV-USR1C	1	\$ 121.00	per Agent
Genesys Cloud CX2	PC-170-NV-USR2C	1	\$ 187.00	per Agent
Genesys Cloud CX3	PC-170-NV-USR3C	1	\$ 253.00	per Agent
Genesys Cloud CX4	GC-170-NV-USR4C	1	\$ 396.00	per Agent
Genesys Cloud CX2 - Digital User	GC-170-NV-USR2DC	1	\$ 154.00	per Agent
Genesys Cloud CX3 - Digital User	GC-170-NV-USR3DC	1	\$ 220.00	per Agent
Genesys Cloud CX1 Digital Add-On II	PC-170-NV-USR1DIGIIC	1	\$ 88.00	per Agent

Genesys Cloud CX1 WEM Add-on II	GC-170-NV-USR1WEMIIC	1	\$	104.50	per Agent
Genesys Cloud CX2 WEM Add-on I	GC-170-NV-USR2WEMIC	1	\$	66.00	per Agent
Genesys Cloud for Salesforce Add-on	PC-170-NV-PCSFANC	1	\$	24.75	per Agent
Genesys Cloud for Microsoft Teams Integration	GC-170-NV-GCMICROTIC	1	\$	8.25	per Agent
Genesys Cloud for Zoom Phone Integration	GC-170-NV-GCZOOMPIC	1	\$	7.50	per Agent

Genesys Cloud - Other Licenses and Features				
Product \ Feature	SKU	Quantit	per Agent MRC	per Unit of Measure
Genesys Cloud Communicate User	PC-170-NV-USCOM	1	\$ 11.00	per Agent
Genesys Cloud Communicate Stand-Alone Phone	PC-170-NV-USCOMSAP	1	\$ 11.00	per Agent

Genesys Cloud - Usage Overage Rates				
Product \ Feature	SKU	Quantit	Rate per Unit	per Unit of Measure
Platform Usage Fee - Genesys Cloud BYOC -	PV-170-NV-PCBYOC	1	\$ 0.0012	per Minute
AI Experience Tokens - Overage**	GC-170-NV-AIT	1	\$ 1.00	per Token

Professional Services	
Product \ Feature	Non-Recurring Charge
Platform Installation and Integration	TBD

Genesys Cloud - Optional Feature - Non-Recurring Charges				
Product \ Feature	SKU	Quantit	NRC	per Unit of Measure
Beyond CX Training Subscription - 12 Month	3GP116258ABAA	1	\$ 3,500.00	per Agent
Genesys OnShore Support	GCCS-170-NV-USOSE	1	\$ 5,000.00	per Organization

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- *For Concurrent Agents, Customer will receive 6,500 minute of use per license per month, pooled. Each minute above the 6,500 minutes of use per license per month will be assessed the Platform Usage Fee rate stated in the pricing table above.
- **For AI Experience Tokens, the Genesys Cloud licenses include either 250 tokens for each Named organization per month or 350 tokens for each Concurrent organization per month. In the event that the included tikens per month is exceeded, the overage rate stated in the pricing table above will be assessed.
- Product usage rates are in addition to any applicable carrier rates.
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Customer	SLED Customer
Subscription	Annual PrePay
Service Term	For Orders Submitted 2025-2027

Genesys Cloud - Named - FedRAMP Licenses					
Product \ Feature	SKU	Qty	per Agent MRC	Annualized	per Unit of Measure
Genesys Cloud CX1 - FedRAMP	PC-170-NV-USR1	1	\$ 100.00	\$ 1,200.00	per Agent
Genesys Cloud CX2 - FedRAMP	PC-170-NV-USR2	1	\$ 140.00	\$ 1,680.00	per Agent
Genesys Cloud CX3 - FedRAMP	PC-170-NV-USR3	1	\$ 180.00	\$ 2,160.00	per Agent
Genesys Cloud CX2 - Digital User - FedRAMP	GC-170-NV-USR2D	1	\$ 120.00	\$ 1,440.00	per Agent
Genesys Cloud CX3 - Digital User - FedRAMP	GC-170-NV-USR3D	1	\$ 160.00	\$ 1,920.00	per Agent
Genesys Cloud CX1 Digital Add-On II - FedRAMP	PC-170-NV-USR1DIGII	1	\$ 55.00	\$ 660.00	per Agent
Genesys Cloud CX1 WEM Add-on II - FedRAMP	GC-170-NV-USR1WEMII	1	\$ 65.00	\$ 780.00	per Agent
Genesys Cloud CX2 WEM Add-on I - FedRAMP	GC-170-NV-USR2WEMI	1	\$ 40.00	\$ 480.00	per Agent
Genesys Cloud for Salesforce Add-on - FedRAMP	PC-170-NV-PCSFAN	1	\$ 15.00	\$ 180.00	per Agent
Genesys Cloud for Microsoft Teams Integration - FedRAMP	GC-170-NV-GCMICROTI	1	\$ 5.00	\$ 60.00	per Agent
Genesys Cloud for Zoom Phone Integration - FedRAMP	GC-170-NV-GCZOOMPI	1	\$ 5.50	\$ 66.00	per Agent

Genesys Cloud - Concurrent - FedRAMP Licenses					
Product \ Feature	SKU	Qty	per Agent MRC	Annualized	per Unit of Measure
Genesys Cloud CX1 - FedRAMP	PC-170-NV-USR1C	1	\$ 135.00	\$ 1,620.00	per Agent
Genesys Cloud CX2 - FedRAMP	PC-170-NV-USR2C	1	\$ 195.00	\$ 2,340.00	per Agent
Genesys Cloud CX3 - FedRAMP	PC-170-NV-USR3C	1	\$ 255.00	\$ 3,060.00	per Agent
Genesys Cloud CX2 - Digital User - FedRAMP	GC-170-NV-USR2DC	1	\$ 168.00	\$ 2,016.00	per Agent
Genesys Cloud CX3 - Digital User - FedRAMP	GC-170-NV-USR3DC	1	\$ 228.00	\$ 2,736.00	per Agent
Genesys Cloud CX1 Digital Add-On II - FedRAMP	PC-170-NV-USR1DIGIIC	1	\$ 80.00	\$ 960.00	per Agent

Genesys Cloud CX1 WEM Add-on II - FedRAMP	GC-170-NV-USR1WEMIIC	1	\$ 95.00	\$ 1,140.00	per Agent
Genesys Cloud CX2 WEM Add-on I - FedRAMP	GC-170-NV-USR2WEMIC	1	\$ 60.00	\$ 720.00	per Agent
Genesys Cloud for Salesforce Add-on - FedRAMP	PC-170-NV-PCSFANC	1	\$ 22.50	\$ 270.00	per Agent
Genesys Cloud for Microsoft Teams Integration - FedRAMP	GC-170-NV-GCMICROTIC	1	\$ 7.50	\$ 90.00	per Agent
Genesys Cloud for Zoom Phone Integration - FedRAMP	GC-170-NV-GCZOOMPIC	1	\$ 8.25	\$ 99.00	per Agent

Genesys Cloud - Other Licenses and Features					
Product \ Feature	SKU	Qty	per Agent MRC	Annualized	per Unit of Measure
Genesys Cloud Communicate User	PC-170-NV-USCOM	1	\$ 10.00	\$ 120.00	per Agent
Genesys Cloud Communicate Stand-Alone Phone	PC-170-NV-USCOMSAP	1	\$ 12.50	\$ 150.00	per Agent

Genesys Cloud - Usage Overage Rates				
Product \ Feature	SKU	Qty	Rate per Unit	per Unit of Measure
Platform Usage Fee - Genesys Cloud BYOC - Overage*	PV-170-NV-PCBYOC	1	\$ 0.0012	per Minute
AI Experience Tokens - Overage**	GC-170-NV-AIT	1	\$ 1.00	per Token

Professional Services	
Product \ Feature	Non-Recurring Charge
Platform Installation and Integration	TBD

Genesys Cloud - Optional Feature - Non-Recurring Charges			
Product \ Feature	SKU	Qty	NRC
Beyond CX Training Subscription - 12 Month Subscription	3GP116258ABAA	1	\$ 3,500.00

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- *For Concurrent Agents, Customer will receive 6,500 minute of use per license per month, pooled. Each minute above the 6,500 minutes of use per license per month will be assessed the Platform Usage Fee rate stated in the pricing table above.
- **For AI Experience Tokens, the Genesys Cloud licenses include either 250 tokens for each Named organization per month or 350 tokens for each Concurrent organization per month. In the event that the included tikens per month is exceeded, the overage rate stated in the pricing table above will be assessed.
- Product usage rates are in addition to any applicable carrier rates.
- Professional Services charges associated with platform installation and integration are applicable and pricing available upon completion of discovery and design.
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Customer	SLED Customer
Subscription	Annual Month to Month
Service Term	For Orders Submitted 2025-2027

Genesys Cloud - Named - FedRAMP Licenses				
Product \ Feature	SKU	Qty	per Agent MRC	per Unit of Measure
Genesys Cloud CX1 - FedRAMP	GCFR-170-NV-USR1	1	\$ 110.00	per Agent
Genesys Cloud CX2 - FedRAMP	GCFR-170-NV-USR2	1	\$ 154.00	per Agent
Genesys Cloud CX3 - FedRAMP	GCFR-170-NV-USR3	1	\$ 198.00	per Agent
Genesys Cloud CX2 - Digital User - FedRAMP	GCFR-170-NV-USR2D	1	\$ 132.00	per Agent
Genesys Cloud CX3 - Digital User - FedRAMP	GCFR-170-NV-USR3D	1	\$ 176.00	per Agent
Genesys Cloud CX1 Digital Add-On II - FedRAMP	GCFR-170-NV-USR1DIGII	1	\$ 60.50	per Agent
Genesys Cloud CX1 WEM Add-on II - FedRAMP	GCFR-170-NV-USR1WEMII	1	\$ 71.50	per Agent
Genesys Cloud CX2 WEM Add-on I - FedRAMP	GCFR-170-NV-USR2WEMI	1	\$ 44.00	per Agent
Genesys Cloud for Salesforce Add-on - FedRAMP	GCFR-170-NV-PCSFAN	1	\$ 16.50	per Agent
Genesys Cloud for Microsoft Teams Integration - FedRAMP	GCFR-170-NV-GCMICROTI	1	\$ 5.50	per Agent
Genesys Cloud for Zoom Phone Integration - FedRAMP	GCFR-170-NV-GCZOOMPI	1	\$ 5.00	per Agent

Genesys Cloud - Concurrent - FedRAMP Licenses				
Product \ Feature	SKU	Quantity	per Agent MRC	per Unit of Measure
Genesys Cloud CX1 - FedRAMP	GCFR-170-NV-USR1C	1	\$ 148.50	per Agent
Genesys Cloud CX2 - FedRAMP	GCFR-170-NV-USR2C	1	\$ 214.50	per Agent
Genesys Cloud CX3 - FedRAMP	GCFR-170-NV-USR3C	1	\$ 280.50	per Agent
Genesys Cloud CX2 - Digital User - FedRAMP	GCFR-170-NV-USR2DC	1	\$ 184.80	per Agent
Genesys Cloud CX3 - Digital User - FedRAMP	GCFR-170-NV-USR3DC	1	\$ 250.80	per Agent
Genesys Cloud CX1 Digital Add-On II - FedRAMP	GCFR-170-NV-USR1DIGIIC	1	\$ 88.00	per Agent

Genesys Cloud CX1 WEM Add-on II - FedRAMP	GCFR-170-NV-USR1WEMIIC	1	\$	104.50	per Agent
Genesys Cloud CX2 WEM Add-on I - FedRAMP	GCFR-170-NV-USR2WEMIC	1	\$	66.00	per Agent
Genesys Cloud for Salesforce Add-on - FedRAMP	GCFR-170-NV-PCSFANC	1	\$	24.75	per Agent
Genesys Cloud for Microsoft Teams Integration - FedRAMP	GCFR-170-NV-GCMICROTIC	1	\$	8.25	per Agent
Genesys Cloud for Zoom Phone Integration - FedRAMP	GCFR-170-NV-GCZOOMPIC	1	\$	7.50	per Agent

Genesys Cloud - Other Licenses and Features				
Product \ Feature	SKU	Quantity	per Agent MRC	per Unit of Measure
Genesys Cloud Communicate User - FedRAMP	GCFR-170-NV-USCOM	1	\$ 13.75	per Agent
Genesys Cloud Communicate Stand-Alone Phone - FedRAMP	GCFR-170-NV-USCOMSAP	1	\$ 11.00	per Agent

Genesys Cloud - Usage Overage Rates				
Product \ Feature	SKU	Quantity	Rate per Unit	per Unit of Measure
Platform Usage Fee - Genesys Cloud BYOC - Overage*	GCFR-170-NV-PCBYOC	1	\$ 0.0012	per Minute
AI Experience Tokens - Overage**	GC-170-NV-AIT	1	\$ 1.00	per Token

Professional Services	
Product \ Feature	Non-Recurring Charge
Platform Installation and Integration	TBD

Genesys Cloud - Optional Feature - Non-Recurring Charges			
Product \ Feature	SKU	Quantity	NRC
Beyond CX Training Subscription - 12 Month Subscription	3GP116258ABAA	1	\$ 3,500.00

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- *For Concurrent Agents, Customer will receive 6,500 minute of use per license per month, pooled. Each minute above the 6,500 minutes of use per license per month will be assessed the Platform Usage Fee rate stated in the pricing table above.
- **For AI Experience Tokens, the Genesys Cloud licenses include either 250 tokens for each Named organization per month or 350 tokens for each Concurrent organization per month. In the event that the included tikens per month is exceeded, the overage rate stated in the pricing table above will be assessed.
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Resource Service	Information & Costs
Basic IVR Usage	Customers can use up to the “fair use” basic IVR amounts allocated by user without being charged. For allocation amounts, see https://help.mypurecloud.com/articles/routing-usage/
Data Storage	Customers can use up to the “fair use” storage amounts allocated by user without being charged. For allocation amounts, see https://help.mypurecloud.com/articles/data-storage-usage/
Hourly Interacting Users	Customers may configure individual users to be charged for the number of hours spent on Interactions. For additional description regarding Hourly Interacting, including billing, enablement, and pricing, please visit: https://help.mypurecloud.com/?p=214024

AI Experience Tokens	AI Experience Tokens are consumed to cover the usage of Genesys AI products and allow users to leverage Genesys AI features with a flexible, pay-as-you-go approach. Depending on the Genesys AI offering, tokens are consumed at different rates. Before the AI processes the request, the input is broken down in tokens. Customer's invoice will reflect the precise quantity of tokens utilized. For the most current list of AI products, the number of tokens associated with each AI product, token pricing, and other information related to this offering, please visit to https://help.mypurecloud.com/?p=329429
Bot Flows	For use of Bot Flows on the voice channel, contents of interactions may be processed by Alphabet, Inc. Google Cloud Speech to Text and Google Cloud Text to Speech or Microsoft Azure Speech Services, depending on the language chosen by the customer. Customer data is only processed in real time by 3rd parties and is not stored. This processing will take place only in data centers located within the same region as the Genesys Cloud deployment, when possible. You can see the datacenter routing for Google and Microsoft in the documentation.
API Usage	Customers can use up to the "fair use" API request count allocated by user without being charged. For allocation amounts, see https://help.mypurecloud.com/articles/api-on-demand-charge/
BYOC Charges	Customers can use up to the "fair use" BYOC Cloud amounts allocated by user without being charged. For allocation amounts, see https://help.mypurecloud.com/articles/genesys-cloud-fair-use-policy/
Basic Voice Transcription	Customers can use the "fair use" voice transcription minutes allocated by user without being charged. See https://help.mypurecloud.com/articles/fair-use-voice-transcription-charges/
Wallboard	Customers may configure one Wallboard Account within PureCloud at no charge. Subsequently configured Wallboard Accounts are charged at the rates quoted. Information on how to configure a Wallboard Account is located here: https://help.mypurecloud.com/articles/create-a-wallboard-account/

Genesys Cloud 3 rd Party Messaging (WhatsApp, Facebook, Instagram, Twitter, LINE, etc.)	Available to Genesys Cloud CX 2, Genesys Cloud 3 or Agents with the Genesys Cloud CX 1 Digital II Upgrade. For pricing see https://help.mypurecloud.com/articles/messaging-pricing/
	WhatsApp
	Customers using WhatsApp Business Solution via Genesys agree to be in compliance with the WhatsApp Business Solution Terms (https://www.whatsapp.com/legal/business-solution-terms/) at all times when accessing and using the WhatsApp Business Solution via Genesys. Initial and continued access to the WhatsApp Business API is subject to approval and ongoing review by WhatsApp.
	Instagram
	Customers using Instagram Direct Messaging agree to be in compliance with the Instagram Terms of Use: https://help.instagram.com/581066165581870/?helpref=uf_share. Customers are expressly prohibited from storing or enabling any third party to store ephemeral images, videos, or other media received as a result of an Instagram Story Mention. This includes any Facebook CDN URLs, ephemeral content exposed by such URLs, and creating Screen Recordings of such media. Customers must not use Genesys Screen Recording or other recording tools in a manner which permits capturing Instagram Story Mention media content. The Customer understands Genesys will not persist ephemeral Instagram Story Mention content in any conversation or message transcripts and ephemeral content may be unavailable for Quality Management review or for any future purpose or feature. Instagram Story Mentions: https://developers.facebook.com/docs/messenger-platform/instagram/features/story-mention Customers also understand that any unsent Instagram Direct Messages from end-consumers to Genesys Cloud agents, may be deleted by Genesys and may not be visible to agents as part of their Instagram interactions within Genesys Cloud. Unsending Instagram Direct Messages: https://help.instagram.com/491370017690934/?helpref=uf_share
Bring Your Own Technology Charges	BYO (Bring Your Own) Technology Integration enabling customer to integrate third party services into PureCloud. Charged per invocation. For per invocation costs, see https://help.mypurecloud.com/articles/bring-your-own-technology-services-model-per-turn-minute-rates/

PureCloud Voice	The PureCloud Voice rate table is described at https://help.mypurecloud.com/articles/purecloud-voice-pricing/ . Any use of the PureCloud Voice Services will be governed by the terms found at https://help.mypurecloud.com/articles/addendum-exhibits-genesys-cloud-voice-service/
Outbound Email	Available to Genesys Cloud 2 Users and Genesys Cloud 3 users. Usage charges are incurred per Email sent. For Email usage pricing, see https://help.mypurecloud.com/?p=271047

Product \ Feature	Description
Genesys Cloud CX1	Includes Genesys Cloud Communicate User functionality. Adds contact center functionality such as ACD queuing and routing for calls and callbacks. Predictive/priority/agentless outbound dialing, inbound/outbound blending, script designer, dual-channel call recording, supervisory reporting, and analytics. Adds Ability to sync contacts and accounts from Salesforce into External Contacts.
Genesys Cloud CX2	Includes Genesys Cloud CX 1 Features and functionality. Adds omnichannel routing for web messaging, chat, email, SMS/Messaging Services, digital outbound campaigns, customer journey, screen recording, quality evaluations, workforce management manual scheduling, supervisory reporting, and analytics.
Genesys Cloud CX3	Includes Genesys Cloud CX 2 Features and functionality. Adds Screenshare, Co-browse, and advanced workforce management features of speech & text analytics, gamification, workforce management, customer satisfaction surveys, coaching, development, and feedback modules.
Genesys Cloud CX1 Digital Add-On II	Must have existing Genesys Cloud CX 1 license(s). This part only provides access to digital channels available in Genesys Cloud CX 3 license Email, Chat, SMS, and Messaging when combined with a Genesys Cloud CX 1 license. Agentless SMS capabilities are not included (Outbound SMS Campaigns & the Agentless SMS API usage).
Genesys Cloud CX2 - Digital User - Concurrent	Includes omnichannel routing for web messaging, chat, email, SMS/Messaging Services, digital outbound campaigns, customer journey, screen recording, quality evaluations, workforce management manual scheduling, supervisory reporting, and analytics.
Genesys Cloud CX3 - Digital User - Concurrent	Includes Genesys Cloud CX 2 User Features and functionality. Adds Screenshare, Co-browse, and advanced workforce management features of speech & text analytics, gamification, workforce management, customer satisfaction surveys, coaching, development, and feedback modules.
Genesys Cloud CX1 WEM Add-on II	Must have existing Genesys Cloud CX 1 license(s). This part only provides access to WEM functionality available in Genesys Cloud CX 3 license. Allows users to participate in or administer advanced workforce engagement capabilities, including speech & text analytics, gamification, quality management, workforce management, customer satisfaction surveys, screen recording, coaching, development, and feedback modules.

Genesys Cloud CX2 WEM Add-on I	Must have existing Genesys Cloud CX 2 license(s). This part only provides access to WEM functionality available in Genesys Cloud CX 3 license. Allows users to participate in or administer advanced workforce engagement capabilities, including speech & text analytics, gamification, workforce management, customer satisfaction surveys, coaching, development, and feedback modules.
Genesys Cloud for Salesforce Add-on	Add-on to Genesys Cloud 1, 2, or 3 User. Genesys Cloud for Salesforce provides advanced call controls inside the third-party customer relationship management (CRM) system Salesforce®. Genesys Cloud for Salesforce offers many features including basic call log support, click-to-dial, screen pop, and more.
Genesys Cloud for Microsoft Teams Integration	Integrating Genesys Cloud with Microsoft Teams to provide Directory and Contact Info sync between the two platforms. Genesys Cloud based agents will be able to see presence and transfer calls to Teams-based business users through Genesys Cloud's native call transfer workflows and click-to-dial.
Genesys Cloud for Zoom Phone Integration	Integrating Genesys Cloud with Zoom Phone to provide Directory and Contact Info sync between the two platforms. Genesys Cloud based agents will be able to see presence and transfer calls to Zoom Phone-based business users through Genesys Cloud's native call transfer workflows and click-to-dial.
Genesys Cloud Communicate User	. Includes Genesys Cloud Collaborate User functionality. Adds IP/PBX telephony operations. Includes soft phone, ad-hoc conferencing, ad-hoc recording, auto-attendant, IVR, and voicemail.
Genesys Cloud Communicate Stand-Alone Phone	Stand-alone phone with an extension assigned. Typically used for conference rooms and lobby phones.
Platform Usage Fee	For the Platform Usage BYOC - Overage, the licenses include either 5,000 minutes of use per Named agent per month, pooled, or 6,500 minutes of use per Concurrent agent per month, pooled. Minutes are not deducted for agent-to-agent calls, monitor calls nor external calls with agents (example: conference between caller, agent, and another agent). In the rare event that the included minutes of user per agent per is exceeded, the overage rate stated above will be assessed.
AI Experience Tokens	AI Experience Tokens is a collection of products that bring together multiple artificial intelligence (AI) disciplines into a single offer. Customer can consume AI Experience tokens as you use Genesys AI products. The Genesys Cloud licenses include either 250 tokens for each Named organization per month or 350 tokens for each Concurrent organization per month. In the event that the included tikens per month is exceeded, the overage rate stated in the pricing table(s) will be assessed.

Beyond CX Training Subscription - 12 Month Subscription	The Beyond CX Training Subscription provides Named user access to the Genesys Beyond Training portal for one year, allowing access to self-paced, web-based training with options for instructor-led classes. Advanced examinations and certifications may incur additional charges.
Genesys US-OnShore Support - Enablement	Provides customer US-OnShore enablement support.