

PureCloud Pricing (GBP)
December 7, 2017

The minimum charge for PureCloud license subscription fees with a monthly payment structure will be £1,400.00 per month, regardless of usage and not including tax. The minimum charge for a PureCloud subscription with an annual payment structure will be £16,800.00 per year, regardless of usage and not including tax. Note that these minimums only apply to the license subscription fee, and do not apply to other fees such as services, virtual Edge devices, hardware, etc. Minimums will apply after the Ramp Period. For more information, please reference the PureCloud Terms & Conditions.

User Fees			Annual Pre-Pay	Annual M2M	M2M
Part Number	Product Name	Description	Charge (GBP)	Charge (GBP)	Charge (GBP)
PC-170-NV-USCOL	PureCloud Collaborate User	Desktop, web and mobile clients for accessing corporate directory. Includes instant messaging, WebRTC video and desktop sharing, and content management. Included with purchase of PureCloud Communicate or PureCloud 1, 2, or 3.	£ -	£ -	£ -
PC-170-NV-USCOM	PureCloud Communicate User	Includes PureCloud Collaborate User functionality. Adds IP/PBX telephony operations. Includes soft phone, ad-hoc conferencing, ad-hoc recording, auto-attendant, IVR, and voicemail.	£ 13.99	£ 14.99	£ 16.99
PC-170-NV-USCOMSAP	PureCloud Communicate Stand-alone Phone	Stand-alone phone with an extension assigned. Typically used for conference rooms and lobby phones.	£ 6.99	£ 7.99	£ 8.99
PC-170-NV-USR1	PureCloud 1 User	Price denotes Annual Prepay. Includes PureCloud Communicate User functionality. Adds contact center functionality such as ACD queuing and routing for calls, preview/progressive outbound dialing, call recording, supervisory reporting and analytics. Adds Ability to sync contacts and accounts from Salesforce into External Contacts.	£ 48.99	£ 51.99	£ 58.99
PC-170-NV-USR2	PureCloud 2 User	Price denotes Annual Prepay. Includes PureCloud 1 User Features and functionality. Adds additional ACD queuing and routing options. Omni-channel routing for web chat, email and call-backs. Predictive/priority/agentless outbound dialing, inbound/outbound blending, script designer, dual channel call recording, web chat and email recording, quality evaluations, workforce management manual scheduling, supervisory reporting and analytics.	£ 69.99	£ 73.99	£ 83.99
PC-170-NV-USR3	PureCloud 3 User	Price denotes Annual Prepay. Includes PureCloud 2 User Features and functionality. Adds additional ACD queuing and routing options. Custom VoiceXML, Customer Journey and advanced Workforce Management.	£ 90.99	£ 95.99	£ 109.99
PC-170-NV-USR1C	PureCloud 1 Concurrent User	Price denotes Annual Prepay. Concurrent user version of PureCloud 1 User License. Includes PureCloud Communicate User functionality. Adds contact center functionality such as ACD queuing and routing for calls, preview/progressive outbound dialing, call recording, supervisory reporting and analytics. Adds Ability to sync contacts and accounts from Salesforce into External Contacts.	£ 63.99	£ 67.99	£ 76.99
PC-170-NV-USR2C	PureCloud 2 Concurrent User	Price denotes Annual Prepay. Concurrent user version of PureCloud 2 User License. Includes PureCloud 1 User Features and functionality. Adds additional ACD queuing and routing options. Omni-channel routing for web chat, email and call-backs. Predictive/priority/agentless outbound dialing, inbound/outbound blending, script designer, dual channel call recording, web chat and email recording, quality evaluations, workforce management manual scheduling, supervisory reporting and analytics.	£ 90.99	£ 95.99	£ 109.99
PC-170-NV-USR3C	PureCloud 3 Concurrent User	Price denotes Annual Prepay. Concurrent user version of PureCloud 3 User License. Includes PureCloud 2 User Features and functionality. Adds additional ACD queuing and routing options. Custom VoiceXML, Customer Journey and advanced Workforce Management.	£ 118.99	£ 124.99	£ 142.99
PC-170-NV-COBROIC	PureCloud Co-Browse for CIC	The Co-Browse feature enables Interaction Connect users to give a visitor to your company's website direct assistance on a webpage. With the consent of the website visitor, an Interaction Connect user can take full or limited control of the visitor's screen and interact directly with the webpage.	£ 20.99	£ 22.99	£ 25.99
PC-170-NV-WEBPHOCIC	PureCloud CIC Web-Based Phone	The CIC web-based phone feature enables Interaction Connect users to use a web browser on a PC as a SIP telephone using WebRTC as the communication protocol. The CIC web-based phone eliminates the need to distribute, install, and configure a physical IP telephone for each agent or user, or to install a SIP soft phone application on PCs.	£ -	£ -	£ -

Add-ons			Annual Pre-Pay	Annual M2M	M2M	Per Unit
PC-170-NV-PCSFAN	PureCloud for Salesforce Add-on	Add-on to PureCloud 1, 2, or 3 User. PureCloud for Salesforce provides advanced call controls inside the third-party customer relationship management (CRM) system Salesforce®. PureCloud for Salesforce offers many features including basic call log support, click-to-dial, screen pop, and more.	£ 10.99	£ 11.99	£ 12.99	N/A
PC-170-NV-PCSFANC	PureCloud for Salesforce Concurrent Add-on	Add-on to PureCloud Concurrent 1, 2, or 3 User. PureCloud for Salesforce Concurrent provides advanced call controls inside the third-party customer relationship management (CRM) system Salesforce®. PureCloud for Salesforce offers many features including basic call log support, click-to-dial, screen pop, and more.	£ 13.99	£ 13.99	£ 16.99	N/A
PC-170-NV-PCSFAN	PureCloud for Salesforce Communicate Add-on	Add-on to PureCloud Communicate User. PureCloud for Salesforce Communicate provides advanced call controls inside the third-party customer relationship management (CRM) system Salesforce®. PureCloud for Salesforce offers many features including basic call log support, click-to-dial, screen pop, and more.	£ 10.99	£ 11.99	£ 12.99	N/A
PC-170-NV-PCEMITEDB	PureCloud for eMite Add-on Dashboard	eMite for PureCloud is a fully integrated real-time, historical dashboard and wallboard solution designed to dramatically enhance contact center performance. eMite provides all your critical PureCloud statistics and advanced KPI's in a single end-to-end solution, empowering customers to make well informed business decisions. The eMite real-time dashboards can be accessed directly through the PureCloud interface and users can quickly and seamlessly create their own new PureCloud dashboards.	£ 10.50	£ 11.03	Not available	N/A
PC-170-NV-PCEMITEDBC	PureCloud for eMite Add-on Dashboard Concurrent	Concurrent user version of eMite for PureCloud Add-on Dashboard, a fully integrated real-time, historical dashboard and wallboard solution designed to dramatically enhance contact center performance. eMite provides all your critical PureCloud statistics and advanced KPI's in a single end-to-end solution. The eMite real-time dashboards can be accessed directly through the PureCloud interface and users can quickly and seamlessly create their own new PureCloud dashboards.	£ 13.65	£ 14.35	Not available	N/A

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PC-170-NV-PCEMITDBBNAN	PureCloud for eMite Add-on Dashboard Bundle Annual	Annual Prepay. Bundle contains two part numbers, the PureCloud for eMite Add-on part number (PC-170-NV-PCEMITDB) and required PureCloud for eMite Add-on Quickstart Enablement part number (PC-170-NV-PCEMITEQE). All new PureCloud for eMite Add-on customers are required to order a PureCloud for eMite Add-on Dashboard Bundle part number to streamline onboarding and ensure customer success with the eMite dashboard solution.	£ 15.00	Not Available	Not Available	£ 3,600.00
PC-170-NV-PCEMITDBBNAN	PureCloud for eMite Add-on Dashboard Bundle Annual Concurrent	Concurrent User with Annual Commit, Annual Per-Pay terms. Bundle contains two part numbers, the PureCloud for eMite Add-on Concurrent User part number (PC-170-NV-PCEMITDBC) and required PureCloud for eMite Add-on Quickstart Enablement part number (PC-170-NV-PCEMITEQE). All new PureCloud for eMite Add-on customers are required to order a PureCloud for eMite Add-on Dashboard Bundle part number to streamline onboarding and ensure customer success with the eMite dashboard solution.	£ 19.50	Not Available	Not Available	£ 3,600.00
PC-170-NV-PCEMITDBBNM	PureCloud for eMite Add-on Dashboard Bundle Monthly	Annual commit billed monthly. Bundle contains two part numbers, the PureCloud for eMite Add-on part number (PC-170-NV-PCEMITDB) and required PureCloud for eMite Add-on Quickstart Enablement part number (PC-170-NV-PCEMITEQE). All new PureCloud for eMite Add-on customers are required to order a PureCloud for eMite Add-on Dashboard Bundle part number to streamline onboarding and ensure customer success with the eMite dashboard solution.	Not Available	£ 15.75	Not Available	£ 3,600.00
PC-170-NV-PCEMITDBBNM	PureCloud for eMite Add-on Dashboard Bundle Monthly Concurrent	Concurrent User with Annual Commit, M2M terms. Bundle contains two part numbers, the PureCloud for eMite Add-on Concurrent User part number (PC-170-NV-PCEMITDBC) and required PureCloud for eMite Add-on Quickstart Enablement part number (PC-170-NV-PCEMITEQE). All new PureCloud for eMite Add-on customers are required to order a PureCloud for eMite Add-on Dashboard Bundle part number to streamline onboarding and ensure customer success with the eMite dashboard solution.	Not Available	£ 20.50	Not Available	£ 3,600.00
PC-170-NV-PCEMITEQE	PureCloud for eMite Add-on Quickstart Enablement	Delivery of in-depth how-to-knowledge sessions with participants that result in their ability to configure and administer the eMite Add-on to PureCloud. This package is a sixteen (16) hour services package and is REQUIRED for all "PureCloud for eMite Add-on Dashboard" customers. Add'l services/hours can be purchased separately with "PureCloud for eMite Add-on Quickstart Enablement Add'l Hour" part. Management of hours is provided by eMite.	Not Available	Not Available	Not Available	£ 3,600.00
PC-170-NV-PCEMITEQEAH	PureCloud for eMite Add-on Quickstart Enablement Add'l Hours	Delivery of in-depth how-to-knowledge sessions with participants that result in their ability to configure and administer the "PureCloud for eMite Add-on Dashboard." This part number represents eight (8) additional hours of consulting and implementation services for the "PureCloud for eMite Add-on Quickstart Enablement" part. Management of hours provided by eMite.	Not Available	Not Available	Not Available	£ 1,800.00
PC-170-NV-PCVOCI	PureCloud for Voci V-Spark Add On	Voci V-Spark for PureCloud provides transcription and speech analytics services enabling customers to transcribe PureCloud policy-based recordings. The transcribed contact center recordings allow customers to search and analyze agent-customer interactions for detailed insights that can be leveraged to make informed decisions based on actual data, rather than gut instinct. The Voci V-Spark integration can be accessed directly through the PureCloud user interface.	£ 1,400.00	£ 1,470.00	Not Available	Not Available
PC-170-NV-PCVOCIQE	PureCloud for Voci V-Spark Add on Quickstart Enablement	Delivery of setup and licensing, as well as in-depth how-to-knowledge sessions with participants that result in their ability to configure and administer the Voci V-Spark Add-on to PureCloud. This package includes up to (2) hours of service via remote methods with Voci application engineers and is REQUIRED for all "PureCloud for Voci V-Spark Add-on" customers. Add'l services/hours can be purchased separately with "PureCloud for Voci V-Spark Add-on Quickstart Enablement Add'l Hour" part.	Not Available	Not Available	Not Available	£ 350.00
PC-170-NV-PCVOCIQEAH	PureCloud for Voci V-Spark Add on Quickstart Enablement Add'l Hours	Delivery of setup and licensing, as well as in-depth how-to-knowledge sessions with participants that result in their ability to configure and administer the Voci V-Spark Add-on to PureCloud. This package includes up to (8) hours of service via remote methods with Voci application engineers and is REQUIRED for all "PureCloud for Voci V-Spark Add-on" customers. Add'l services/hours can be purchased separately with "PureCloud for Voci V-Spark Add-on Quickstart Enablement Add'l Hour" part.	Not Available	Not Available	Not Available	£ 1,260.00
PC-170-NV-PCVOCIAN	PureCloud for Voci V-Spark Add On Bundle Annual	Annual Prepay. Bundle contains two part numbers, the PureCloud for Voci V-Spark Add-on part number (PC-170-NV-PCVOCI) and required PureCloud for Voci V-Spark Add-on Quickstart Enablement part number (PC-170-NV-PCVOCIQE). All new PureCloud for Voci V-Spark Add-on customers are required to order a PureCloud for Voci V-Spark Add-on Dashboard Bundle part number to streamline onboarding and ensure customer success with the Voci V-Spark solution.	£ 1,400.00	Not Available	Not Available	£ 350.00
PC-170-NV-PCVOCIANM	PureCloud for Voci V-Spark Add On Bundle Monthly	Monthly Payments. Bundle contains two part numbers, the PureCloud for Voci V-Spark Add-on part number (PC-170-NV-PCVOCI) and required PureCloud for Voci V-Spark Add-on Quickstart Enablement part number (PC-170-NV-PCVOCIQE). All new PureCloud for Voci V-Spark Add-on customers are required to order a PureCloud for Voci V-Spark Add-on Dashboard Bundle part number to streamline onboarding and ensure customer success with the Voci V-Spark solution.	Not Available	£ 1,470.00	Not Available	£ 350.00
PC-170-NV-PCPUREINSI	PureCloud for PureInsights Add-on	PureInsights provides real time and historic business intelligence and analytics capabilities for PureCloud customers. The Configurable Dashboard provides an intuitive, easy to use real time capability that can be setup by a contact center supervisor in minutes. The Call Detail CSV Extract provide real time and historic reporting capabilities for the contact center, including DNIS and ANI. Subscription purchase includes up to (1) hour of customer on-boarding services.	\$ 66.50	\$ 70.00	Not Available	N/A
PC-170-NV-PCPUREINSIC	PureCloud for PureInsights Add-on Concurrent	Concurrent version of PureInsights for PureCloud Add-on provides real time and historic business intelligence and analytics capabilities for PureCloud customers. The Configurable Dashboard provides an intuitive, easy to use real time capability that can be quickly setup by a contact center supervisor. The Call Detail CSV Extract provides real time and historic reporting capabilities including DNIS and ANI. Subscription purchase includes up to (1) hour of customer on-boarding services.	\$ 87.50	\$ 91.00	Not Available	N/A

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PC-170-NV-PCPUREINSIQE	PureCloud for PureInsights Add-on Quickstart Enablement	Delivery of setup and licensing, as well as in-depth how-to-knowledge sessions with participants that result in their ability to configure and administer the PureInsights Add-on to PureCloud. This package includes (4) hours of service via remote methods with PureInsights solution engineers and is REQUIRED for all "PureInsights Add-On for PureCloud" customers.	Not Available	Not Available	Not Available	\$ 350.00
PC-170-NV-PCNGUVU	PureCloud for nGUVU Add-on	nGUVU's nGAGEMENT gamification application uses social media, game mechanics, and recognition concepts to enhance the agent's journey and in turn, improve your call centre's work environment. nGAGEMENT offers customers easy navigation, a simple UI and daily results using KPI stats.	\$ 11.90	\$ 14.00	Not Available	N/A
PC-170-NV-PCNGUVUNGBNA	PureCloud for nGUVU nGagement Add-on Bundle Annual	Annual Prepay. Bundle contains two part numbers, the nGUVU nGagement Add-on Named User part number (PC-170-NV-PCNGUVU) and required nGUVU Add-On for PureCloud Quickstart Enablement part number (PC-170-NV-PCNGUVUQE). All new nGUVU nGagement Add-on customers are required to order a nGUVU Add-On for PureCloud Bundle part number to streamline onboarding and ensure customer success with the nGUVU nGagement solution.	\$ 11.90	Not Available	Not Available	\$ 2,100.00
PC-170-NV-PCNGUVUNGBNM	PureCloud for nGUVU nGagement Add-on Bundle Monthly	Annual commit billed monthly. Bundle contains two part numbers, the nGUVU nGagement Add-on Named User part number (PC-170-NV-PCNGUVU) and required nGUVU Add-On for PureCloud Quickstart Enablement part number (PC-170-NV-PCNGUVUQE). All new nGUVU nGagement Add-on customers are required to order a nGUVU Add-On for PureCloud Bundle part number to streamline onboarding and ensure customer success with the nGUVU nGagement solution.	Not Available	\$ 14.00	Not Available	\$ 2,100.00
PC-170-NV-PCNGUVUQE	PureCloud for nGUVU Add-on Quickstart Enablement	Delivery of setup and licensing, as well as in-depth how-to-knowledge sessions with participants that result in their ability to configure and administer the nGUVU Add-on to PureCloud, including the set-up of (5) KPIs as defined by the customer. This package includes up to (8) hours of service via remote methods with nGUVU solution engineers and is REQUIRED for all "nGUVU Add-On for PureCloud" customers.	Not Available	Not Available	Not Available	\$ 2,100.00
PC-170-NV-PCSUDX	PureCloud for Survey Dynamix Add-on	Survey Dynamix provides an intuitive web-based interface that allows users to create and automatically conduct highly flexible surveys. Through a number of unique capabilities, Survey Dynamix enables businesses and organizations to collect real-time, actionable insights from customers, anywhere at any time. The Survey Dynamics solution can be accessed directly through the PureCloud interface.	\$ 10.50	\$ 11.20	Not Available	N/A
PC-170-NV-PCSUDXC	PureCloud for Survey Dynamix Add-on Concurrent	Concurrent user version of Survey Dynamix provides an intuitive web-based interface that allows users to create and automatically conduct highly flexible surveys. Through a number of unique capabilities, Survey Dynamix enables businesses and organizations to collect real-time, actionable insights from customers, anywhere and at any time. The Survey Dynamics solution can be accessed directly through the PureCloud interface.	\$ 14.00	\$ 14.70	Not Available	N/A
PC-170-NV-PCSUDXBNA	PureCloud for Survey Dynamix Add-on Bundle Annual	Annual prepay. Bundle contains two part numbers, the Survey Dynamix for PureCloud Add-on Named User part number PC-170-NV-PCSUDX and required Survey Dynamix for PureCloud Quickstart Enablement part number PC-170-NV-PCSUDXQE. All new PureCloud for Survey Dynamix Add-on customers are required to order a PureCloud for Survey Dynamix Add-on Bundle part (Annual or Monthly) to streamline on-boarding and ensure customer success with the Survey Dynamix solution.	\$ 10.50	Not Available	Not Available	\$ 2,240.00
PC-170-NV-PCSUDXBNM	PureCloud for Survey Dynamix Add-on Bundle Monthly	Annual commit billed monthly. Bundle contains two part numbers, the PureCloud for Survey Dynamix Add-on Named User part number PC-170-NV-PCSUDX and required PureCloud for Survey Dynamix Add-on Quickstart Enablement part number PC-170-NV-PCSUDXQE. All new PureCloud for Survey Dynamix Add-on customers are required to order a PureCloud for Survey Dynamix Add-on Bundle part (Annual or Monthly) to streamline on-boarding and ensure customer success with the Survey Dynamix solution.	Not Available	\$ 11.20	Not Available	\$ 2,240.00
PC-170-NV-PCSUDXBNA	PureCloud for Survey Dynamix Add-on Bundle Annual Concurrent	Concurrent User with Annual Commit, Annual Per-Pay terms. Bundle contains two part numbers, the PureCloud for Survey Dynamix Add-on Concurrent User part number PC-170-NV-PCSUDXC and required PureCloud for Survey Dynamix Add-on Quickstart Enablement part number PC-170-NV-PCSUDXQE. All new Survey Dynamix Add-on customers are required to order a Survey Dynamix Add-on Bundle part (Annual Concurrent or Monthly Concurrent) to streamline on-boarding and ensure customer success with this solution.	\$ 14.00	Not Available	Not Available	\$ 2,240.00
PC-170-NV-PCSUDXBNM	PureCloud for Survey Dynamix Add-on Bundle Monthly Concurrent	Concurrent User with Annual Commit, M2M terms. Bundle contains two part numbers, the PureCloud for Survey Dynamix Add-on Concurrent user part number PC-170-NV-PCSUDXC and required PureCloud for Survey Dynamix Add-on Quickstart Enablement part number PC-170-NV-PCSUDXQE. All new Survey Dynamix Add-on customers are required to order a Survey Dynamix Add-On Bundle part (Annual Concurrent or Monthly Concurrent) to streamline on-boarding and ensure customer success with this solution.	Not Available	\$ 14.70	Not Available	\$ 2,240.00
PC-170-NV-PCSUDXQE	PureCloud for Survey Dynamix Add-on Quickstart Enablement	Delivery of Survey Dynamix training for new PureCloud for Survey Dynamix Add-on customers. Includes hands on assistance with initial survey set-up, integration with customer's PureCloud organization, configuration of users and assistance with PureCloud call-flow changes if required. This package provides up to 24 hours of onboarding services provided by Contact Dynamix and is REQUIRED for all "PureCloud for Survey Dynamix Add-on" customers. Management of hours is provided by Contact Dynamix.	Not Available	Not Available	Not Available	\$ 2,240.00
PC-170-NV-PCLY	PureCloud for Lesson.ly Add-on	Lesson.ly is an online education service. Lesson.ly includes tools for building lessons, scheduling and triggering assignments, and tracking progress and grades. Lesson.ly courses and lessons may be built from scratch using the Lesson.ly lesson builder or created from pre-existing training content. Each licensed user can access Lesson.ly training material directly through the PureCloud interface.	£ 8.40	£ 8.40	£ 8.40	Not Available

PureCloud Bundles

Annual Pre-Pay	Annual M2M	M2M
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PC-170-DEV-LABBUPCVAN	DEV PureCloud Bundle PCV Annual	Bundle includes Five (5) PureCloud 3 Concurrent Users (PC-170-NV-USR3C), Five (5) PureCloud Communicate Users (PC-170-NV-USCOM), and five (5) PureCloud Collaborate Users (PC-170-NV-USCOL), Two (2) Communicate Standalone Phones (PC-170-NV-USCOMSAP), and One (1) PureCloud Voice (PV-170-NV-PCVOICE). PureCloud Voice usage fees not included. Limit One (1) PureCloud DEV organization per customer. Not intended for production use.	£ 4,200.00	Not Available	Not Available
PC-170-DEV-LABBPCVANMO	DEV PureCloud Bundle PCV Annual Mo	Bundle includes Five (5) PureCloud 3 Concurrent Users (PC-170-NV-USR3C), Five (5) PureCloud Communicate Users (PC-170-NV-USCOM), and five (5) PureCloud Collaborate Users (PC-170-NV-USCOL), Two (2) Communicate Standalone Phones (PC-170-NV-USCOMSAP), and One (1) PureCloud Voice (PV-170-NV-PCVOICE). PureCloud Voice usage fees not included. Limit One (1) PureCloud DEV organization per customer. Not intended for production use.	Not Available	£ 367.50	Not Available
PC-170-DEV-LABBUEDGEVIRA	DEV PureCloud Bundle Vir Edge Annual	Bundle includes Five (5) PureCloud 3 Concurrent Users (PC-170-NV-USR3C), Five (5) PureCloud Communicate Users (PC-170-NV-USCOM), and five (5) PureCloud Collaborate Users (PC-170-NV-USCOL), Two (2) Communicate Standalone Phones (PC-170-NV-USCOMSAP), and One (1) PureCloud Virtual Edge (PC-170-NV-PCEDGE-VIR). Limit One (1) PureCloud DEV organization per customer. Not intended for production use.	£ 4,200.00	Not Available	Not Available
PC-170-DEV-LABBUEDGEVIRA	DEV PureCloud Bundle Vir Edge Annual Mo	Bundle includes Five (5) PureCloud 3 Concurrent Users (PC-170-NV-USR3C), Five (5) PureCloud Communicate Users (PC-170-NV-USCOM), and five (5) PureCloud Collaborate Users (PC-170-NV-USCOL), Two (2) Communicate Standalone Phones (PC-170-NV-USCOMSAP), and One (1) PureCloud Virtual Edge (PC-170-NV-PCEDGE-VIR). Limit One (1) PureCloud DEV organization per customer. Not intended for production use.	Not Available	£ 367.50	Not Available

PureCloud Data Storage			M2M
PC-170-NV-PCDSOVER	PureCloud Data Storage Overage Charge	This charge is applied to PureCloud customers who exceed their data storage allocation. Data Storage Overage Charge is billed per GB, charged monthly.	\$ 0.70

Service Packages			Per Unit
PS-170-PURE-SVQSENMT	PureCloud QuickStart Enablement	Delivery of in-depth how-to knowledge sessions with participants that result in their ability to configure and administer the PureCloud platform. Unlimited access to live and recorded enablement webinars with product implementation experts, assistance with sample configuration and best practice recommendations (up to 20 hours). Also includes 5 Service Tokens which can be used for any items available in the PureCloud Services Catalog.	£ 5,250.00
PS-170-PURE-SVTOKEN	PureCloud Services Tokens Bundle	Provides the customer with ten (10) additional Services tokens that may be turned in to execute any of the services items in the PureCloud Services Catalog. Unused tokens will expire one (1) year from date of purchase.	£ 3,500.00
PS-170-PURE-EHSUPREQ	PureCloud Enhanced Professional Support Request	Provides the ability to call in with one (1) support request for configuration or troubleshooting assistance with the PureCloud product suite. Enhanced Professional Support vouchers expire 12 months from date of purchase.	£ 69.30

			Annual Pre-Pay
PS-170-PURE-SVBRONZEAN	PureCloud Bronze Annual Prepay Premier Success Service	Access to webinars, online training and community. Provides discounts on future enablement packages and service tokens. Provides 40 service tokens and 10 enhanced professional support requests. Provides priority support queuing.	£ 15,400.00
PS-170-PURE-SVSILVERAN	PureCloud Silver Annual Prepay Premier Success Service	Includes Bronze Annual Prepay Premier Success Service and provides a higher discount on future enablement packages. Provides 75 service tokens and 40 enhanced professional support requests.	£ 30,100.00
PS-170-PURE-GOLDAN	PureCloud Gold Annual Prepay Premier Success Service	Includes Silver Annual Prepay Premier Success Service and provides a higher discount on future enablement packages and additional service tokens. Provides 200 service tokens and 75 enhanced professional support requests. Provides named service account manager.	£ 116,200.00
PS-170-PURE-PLATINUMAN	PureCloud Platinum Annual Prepay Premier Success Service	Includes Gold Annual Prepay Premier Success Service and provides higher discount on future enablement packages and additional service tokens. Provides 400 service tokens and 125 enhanced professional support requests. Provides assigned program manager and assigned support team.	£ 256,200.00

			Monthly
PS-170-PURE-SVBRONZE	PureCloud Bronze Monthly Premier Success Service	Access to webinars, online training and community. Provides discounts on future enablement packages and service tokens. Provides 40 service tokens and 10 enhanced professional support requests. Provides priority support queuing.	£ 1,425.90
PS-170-PURE-SVSILVER	PureCloud Silver Monthly Premier Success Service	Includes Bronze Premier Success Service and provides a higher discount on future enablement packages. Provides 75 service tokens and 40 enhanced professional support requests.	£ 2,786.70
PS-170-PURE-GOLD	PureCloud Gold Monthly Premier Success Service	Includes Silver Premier Success Service and provides a higher discount on future enablement packages and additional service tokens. Provides 200 service tokens and 75 enhanced professional support requests. Provides named service account manager.	£ 10,759.00
PS-170-PURE-PLATINUM	PureCloud Platinum Monthly Premier Success Service	Includes Gold Premier Success Service and provides higher discount on future enablement packages and additional service tokens. Provides 400 service tokens and 125 enhanced professional support requests. Provides assigned program manager and assigned support team.	£ 23,722.30

PureCloud Testing			Per Unit
PC-170-NV-PCPENTST	PureCloud Penetration Testing	PureCloud will assist customers or prospects in conducting their own or a third party penetration test of PureCloud. PureCloud will provide a testing time window with two production orgs, credentials, approved IP addresses, URLs, DNS names, and a PureCloud security contact for you to conduct a penetration test.	£ 5,000.00

Partner Enablement Solutions (for Genesys Partners ONLY)	Per Unit
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PC-170-NV-PARTNERLABBU	PureCloud Partner Lab Bundle	A PureCloud organization for use by an active Genesys Partner for initial enablement and on-going training of a partner's internal staff. Bundle includes ten (10) PureCloud 3 Concurrent Users (PC-170-NV-USR3C), one (1) Communicate Standalone Phone (PC-170-NV-USCOMSAP) and one (1) PureCloud Virtual Edge (PC-170-NV-PCEDGE-VIR).	£ 5,250.00
PC-170-DEV-PARTNERLABBU	DEV PureCloud Partner Lab Bundle	A DEV PureCloud organization for use by an active Genesys Partner to assist in the initial enablement and on-going training of internal staff to build their skills and capabilities around the PureCloud platform API and is not intended for production use. Bundle includes five (5) PureCloud 3 Concurrent Users (PC-170-NV-USR3C), one (1) Communicate Standalone Phone (PC-170-NV-USCOMSAP) and one (1) PureCloud Virtual Edge (PC-170-NV-PCEDGE-VIR).	£ 2,450.00
PC-170-NV-PARTNERENABLE	PureCloud Partner Enablement Package	The PureCloud Partner Enablement Package will assist new PureCloud partners in quickly building a quality business around the PureCloud platform. Package includes access to: (1) Partner Lab PureCloud Org, (20) hours of enablement assistance from Genesys Professional Services, (5) service tokens, (15) enhanced professional support tickets and (5) certification credits.	£ 10,500.00

PureCloud Edge

			Monthly
PC-170-NV-PCEDGE-VIR	PureCloud Edge Virtual	Billed Monthly. PureCloud Edge Virtual for local deployment on customer provided virtual infrastructure. Targeted at development and testing environments or where hardware appliances or PureCloud Voice are not feasible. Simple install on Hyper-V. Includes Microsoft Windows 2012 R2 in the guest image; customer required to provide Windows license.	£ 69.99

			Per Unit
TH-900-PCEDGE-4160100	PureCloud Edge Appliance - Standard V2	PureCloud Edge Appliance is a 1U remote survivability appliance that handles media processing, SIP, and telephony services for PureCloud Communicate and Contact Center. This unit has redundancy built in with dual power supplies, RAID 1 and 6 x NIC interfaces with one reserved for Diagnostics. Supports up to 350 concurrent calls with OPUS, 100% call recording, and TLS.	£ 3,850.00
TH-900-PCEDGE-2120200	PureCloud Edge Appliance – Mini	A small form factor remote survivability appliance for PureCloud Communicate or Contact Center. Supports up to 75 concurrent calls with OPUS/100% call recording/compression/TLS/SRTP enabled. 3 Year Warranty Includes power supply. Country specific power cord must be ordered separately.	£ 1,375.50
TH-601-SD512GBSSD	512GB 2.5" SanDisk X400 SSD	1x Solid State Hard Drive – **For use with Edge Mini, TH-900-PCEDGE-2120200 ONLY**	£ 113.72
TH-900-PCEDGE-3120200	PureCloud Edge Appliance – Micro	A small form factor remote survivability appliance for PureCloud Communicate or Contact Center. Supports up to 30 concurrent calls with OPUS/100% call recording/compression/TLS/SRTP enabled. 3 Year Warranty Includes power supply. Country specific power cord must be ordered separately.	£ 938.00
TH-601-SD256GBSSD	256GB 2.5" SanDisk X400 SSD	1x 256GB Solid State Hard Drive – **For use with Edge Micro, TH-900-PCEDGE-3120200 ONLY**	£ 62.72
TH-601-SD32GBSSD	32GB mSATA SanDisk Z400s SSD	1x 32GB mSATA Solid State Hard Drive – **For use with Edge Mini and Edge Micro, TH-900-PCEDGE-3120200 and TH-900-PCEDGE-2120200 ONLY**	£ 25.13
TH-601-ARKPSUM-01	Power Supply for Edge Mini/Micro	1x Replacement Power Supply (not to be confused with power cord) – **For use with Edge Mini and Edge Micro, TH-900-PCEDGE-2120200 or TH-900-PCEDGE-3120200 ONLY**	£ 10.40
TH-601-PCE-LCDEXT	External LCD Module for PureCloud Edge	Optional external LCD Module for PureCloud Edge. Useful for configuration and diagnostics of PureCloud Edge models not equipped with a built in LCD. Module may be used for multiple Edges (not simultaneously).	£ 100.10
TH-601-ST-2UHALFSHELF	2U 15" Rack Shelf	2U 15" Rack Shelf	£ 30.10

AudioCodes Gateways

			Per Unit
TH-705-GWMP12FS	MP-112/FXS/AC/SIP (G.723, G.729)	2 channel analog, FXS, embedded SIP and LBR Coders.	£ 147.00
TH-705-GWMP14FS	MP-114/FXS/AC/SIP (G.723, G.729)	4 channel analog, FXS, embedded SIP and LBR Coders.	£ 285.60
TH-705-GWMP14FO	MP-114/FXO/AC/SIP (G.723, G.729)	4 channel analog, FXO, embedded SIP and LBR Coders.	£ 313.60
TH-705-GWMP14FSO	MP-114 /2FXS2FXO /AC	4 channels analog (2FXS/2FXO) VoIP Gateway.	£ 299.60
TH-705-GWMP18FS	MP-118/FXS/AC/SIP (G.723, G.729)	8 channel analog, FXS, embedded SIP and LBR Coders.	£ 508.90
TH-705-GWMP18FO	MP-118/FXO/AC/SIP (G.723, G.729)	8 channel analog, FXO, embedded SIP and LBR Coders.	£ 555.10
TH-705-GWMP18FSO	MP-118 /4FXS4FXO /AC	8 channels analog (4FXS/4FXO) VoIP Gateway.	£ 532.00
TH-705-GWMP24FS	MP-124/FXS/AC/SIP-3 - Analog 24FXS (G.723, G.729)	24 channel analog, FXS, embedded SIP and LBR Coders. NOTE: Special cabling is typically required to properly install this device. You will need to procure a 25 pair cable terminated on each end with the correct gender RJ21 connector.	£ 1,119.30
TH-705-GWM101T1B	Mediant 1000 B 1 Span	Mediant 1000 VoIP Gateway, Digital B chassis, 1 E1/T1, SIP package. Includes single module of 1 span E1/T1, dual 10/100/1000BaseT Ethernet, and dual AC power supplies. Supports mixed configurations of Analog and Digital voice modules. 5 open modules.	£ 2,695.00
TH-705-GWM102T1B	Mediant 1000 B 2 Spans	Mediant 1000 VoIP Gateway, Digital B chassis, 2 E1/T1, SIP package. Includes single module of 2 spans E1/T1, dual 10/100/1000BaseT Ethernet, and dual AC power supplies. Supports mixed configurations of Analog and Digital voice modules. 5 open modules	£ 3,612.00
TH-705-GWM104T1B	Mediant 1000 B 4 spans	Mediant 1000 VoIP Gateway, Digital B chassis, 4 E1/T1, SIP Package. Includes single module of 4 spans E1/T1, dual 10/100/1000BaseT Ethernet, and dual AC power supplies. Supports mixed configurations of Analog & Digital voice modules. 5 open modules.	£ 6,139.00
TH-705-GWM108T1B	Mediant 1000 B 8 Span	Mediant 1000B chassis, one Active/Standby pair of GE interfaces, two modules of 4 T1 spans, dual AC power supply and fans. Order M1KB-SWX module for additional 2 pairs of Active/Standby GE interfaces. North America and Japan Only! 3 yr warranty.	£ 9,275.00
TH-705-GWM208T1	Mediant 2000 8 Spans	Mediant 2000 VoIP Gateway, 8 spans E1/T1 including dual 10/100BaseT Ethernet interfaces, dual AC power supply (G.723,G.729). Not upgradable!	£ 10,499.30

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TH-705-MDM1KVM1S	M1K-M-VM-1SPAN	Mediant 1000 Digital Voice Module - Single span.	£	1,488.20
TH-705-MDM1KVM2S	M1K-M-VM-2SPAN	Mediant 1000 Digital Voice Module - Dual Span.	£	2,407.30
TH-705-MDM1KVM4S	M1K-M-VM-4SPAN	Mediant 1000 Digital Voice Module - Quad Span.	£	4,932.20
TH-705-MDM1K4FXS	M1K-M-VM-4FXS	Mediant 1000 Analog Voice Module - Quad FXS.	£	189.70
TH-705-MDM1K4FXO	M1K-M-VM-4FXO	Mediant 1000 Analog Voice Module - Quad FXO.	£	200.90
TH-705-M1K4BRI	M1K-VM-4BRI	Mediant 1000 BRI Module - Quad Span.	£	322.00
TH-705-MDM1000LEM	Mediant 1000B LAN Extension Module	Mediant 1000B SBC LAN extension required to add SBC functionality. 4 ports LAN switching extension module for 2 Active/Standby pairs of GE interfaces (for a total of 3 Active/Standby pairs of GE interfaces on Mediant 1000B).	£	122.50
TH-705-ACLC25PK	MP Lifeline Cables 25/Pk	Lifeline provides a wired analog POTS phone connection to any PSTN or PBX FXS port when there is no power or when the network connection fails. Users can therefore use the lifeline phone when the MP1xx is not powered on or connected to the network.	£	42.00
TH-705-ACNBXMDPK	Connector Box for MediaPack-124D	Converts the telephony interface (Telco connector) to 25 RJ-11 connectors. The kit includes a plastic-made distribution box with 25 RJ-11 connectors + extension cable.	£	69.30
TH-705-AC10RMSB	10 Rack Mounting Shelves - Bulk Pack for MP-11x	The new Rack Mounting Shelves were specially designed to hold the MP-11x. A shelf, mounted on a 19" rack, can hold one or two MP-11x gateways.	£	97.30

Phones			Per Unit	
TH-705-PH00420HDG	AudioCodes 420HD GigE IP Phone	Audiocodes 420HDG, 2-line SIP Desktop Phone. Gigabit Ethernet with Integrated 2-port 10/100/1000 Ethernet Switch and PoE Support. RJ Headset Jack. Does Not Include Universal Power Supply or Plug. See list of Managed Phones on the Resource Center to determine which phones are PureCloud Voice Compatible.	£	69.30
TH-900-SIPSTATION2-S	Interaction SIP Station II - Standalone	SIP Phone with integrated 2-port 10/100/1000 Ethernet switch, Dialpad and one RJ-9 Headset port. PoE Only. Headset required and sold separately. 3 year warranty. Available in North America and the EU. Ask about availability in other regions. See list of Managed Phones on the Resource Center to determine which phones are PureCloud Voice Compatible.	£	61.60
TH-508-PHS201POE	Polycom VVX 201 Business Media Phone 2 Line PoE	VVX 201 2-line Desktop Phone with HD Voice. Compatible Partner platforms: 20. POE. Ships without power supply. Important Note: Provisioning only available in CIC 4.0. See list of Managed Phones on the Resource Center to determine which phones are PureCloud Voice Compatible.	£	63.00
TH-508-PHS301POE	Polycom VVX 301 Business Media Phone 6 Line PoE	VVX 301 6-line Desktop Phone with HD Voice. POE. Ships without power supply. Important Note: Provisioning only available in CIC 4.0. Important Note: Lead times can be 2-3 weeks. Warranty - 3 years Advanced Replacement included. Maintenance and Support - 3 years with maintained ININ Software. No additional fees. See list of Managed Phones on the Resource Center to determine which phones are PureCloud Voice Compatible.	£	70.00
TH-508-PHS311GE	Polycom VVX 311 Business Media Phone 6 Line GigE PoE	VVX 311 6-line Desktop Phone Gigabit Ethernet with HD Voice. POE. Ships without power supply. See list of Managed Phones on the Resource Center to determine which phones are PureCloud Voice Compatible.	£	87.50
TH-508-PHS411GE	Polycom VVX 411 GigE PoE	VVX 411 12-line Desktop Phone Gigabit Ethernet with HD Voice. POE. Ships without power supply.	£	121.10
TH-508-PHS501BP	Polycom VVX 501 SIP 12-line Business Media Phone with HD Voice	VVX 501 12-line Business Media Phone with HD Voice. POE. Ships without power supply. See list of Managed Phones on the Resource Center to determine which phones are PureCloud Voice Compatible.	£	162.40
TH-508-PHS601BP	Polycom VVX 601 SIP 16-line Business Media Phone with HD Voice	VVX 601 16-line Business Media Phone with built-in Bluetooth and HD Voice. POE. Ships without power supply. See list of Managed Phones on the Resource Center to determine which phones are PureCloud Voice Compatible.	£	202.30
TH-508-PHS500PE	Polycom SoundStation IP 5000 Conference Phone - Power Supply Not Included	SoundStation IP 5000 (SIP) conference phone. 802.3af Integrated Power over Ethernet. Expandable. Includes 25' (6 meter) Cat5 shielded Ethernet cable. Excludes Brazil, China, Korea, and New Zealand. Does Not Include Universal Power Supply or Plug. See list of Managed Phones on the Resource Center to determine which phones are PureCloud Voice Compatible.	£	256.20
TH-508-PHS600PE	Polycom SoundStation IP 6000 Conference Phone - Power Supply Not Included	SoundStation IP 6000 (SIP) conference phone. 802.3af Integrated Power over Ethernet. Expandable. Includes 25' (6 meter) Cat5 shielded Ethernet cable. Excludes Brazil, China, Korea, and New Zealand. Does Not Include Universal Power Supply or Plug. See list of Managed Phones on the Resource Center to determine which phones are PureCloud Voice Compatible.	£	397.60
TH-508-PHS700PE	Polycom SoundStation IP 7000 Conference Phone - Power Supply Not Included	SoundStation IP 7000 (SIP) conference phone. 802.3af Power over Ethernet. Expandable. Includes 25' (6 meter) Cat5 shielded Ethernet cable. Excludes Brazil. Does Not Include Universal Power Supply or Plug. See list of Managed Phones on the Resource Center to determine which phones are PureCloud Voice Compatible.	£	572.60
TH-508-ACIP60EM	Extension Microphone for IP 6000 (2 Pack)	Extension Microphone for SoundStation IP 6000. Includes two EX Mics and two 7 foot (2.3 meter) cables. See list of Managed Phones on the Resource Center to determine which phones are PureCloud Voice Compatible.	£	192.50
TH-508-ACIP70EM	Extension Microphone for IP 7000 (2 Pack)	Extension Microphone for SoundStation IP 7000. Includes two EX Mics and two 7 foot (2.3 meter) cables. See list of Managed Phones on the Resource Center to determine which phones are PureCloud Voice Compatible.	£	192.50
TH-508-ACCVVWBK345600	Polycom VVX Wallmount Bracket Kit for VVX 3xx/4xx/500/600 - 5 pack	VVX Wallmount Bracket kit. For use with VVX 3xx/4xx/500/600 phone. 5-pack. See list of Managed Phones on the Resource Center to determine which phones are PureCloud Voice Compatible.	£	26.33
TH-508-ACCVVCEM345600	VVX Color Expansion Module for VVX 3xx/4xx/500/600	VVX Color Expansion Module for VVX 300, 310, 400, 410, 500 and 600. Includes AUX cable and attachment hardware. Important Note: Requires firmware 4.1.6 or higher. Please check to make sure provisioning support for that firmware is available. Important Note: Lead time can be 2-3 weeks.	£	138.26

Application Servers			Per Unit	
TH-900-4.0-HPIAS3609L	Interaction Application Server - Large Appliance - Gen9	Interaction Application Server - Large Appliance - Gen9. **DOES NOT INCLUDE CARE PACK**. 3-Year Care Pack and 5-Year Care Pack sold separately.	£	6,286.00

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TH-900-4.0-HPIAS3609M	Interaction Application Server - Medium Appliance - Gen9	Interaction Application Server - Medium Appliance - Gen9. **DOES NOT INCLUDE CARE PACK**. 3-Year Care Pack and 5-Year Care Pack sold separately.	£ 4,896.50
TH-900-4.0-HPIAS3809	Interaction Application Server - Extra Large Appliance - Gen9	Interaction Application Server - Extra Large Appliance - Gen9. **DOES NOT INCLUDE CARE PACK**. 3-Year Care Pack and 5-Year Care Pack sold separately.	£ 8,888.60
TH-502-3609-3CPI	Care Pack for HP DL360 Gen9 - 3 Year - Item	Care Pack for HP DL360 Gen9 - 3 Year - Item. ** if the care pack is not purchased at the time of purchase you will be required to obtain a quote from hardwarequotes@inin.com for a Day 1 contract. Day 1 contracts are more expensive than regular care packs	£ 927.50
TH-502-3609-5CPI	Care Pack for HP DL360 Gen9 - 5 Year - Item	Care Pack for HP DL360 Gen9 - 5 Year - Item. ** if the care pack is not purchased at the time of purchase you will be required to obtain a quote from hardwarequotes@inin.com for a Day 1 contract. Day 1 contracts are more expensive than regular care packs	£ 2,029.30
TH-502-3809-3CPI	Care Pack for HP DL380 Gen9 - 3 Year - Item	Care Pack for HP DL380 Gen9 - 3 Year - Item ** if the care pack is not purchased at the time of purchase you will be required to obtain a quote from hardwarequotes@inin.com for a Day 1 contract. Day 1 contracts are more expensive than regular care packs.	£ 1,204.00
TH-502-3809-5CPI	Care Pack for HP DL380 Gen9 - 5 Year - Item	Care Pack for HP DL380 Gen9 - 5 Year - Item ** if the care pack is not purchased at the time of purchase you will be required to obtain a quote from hardwarequotes@inin.com for a Day 1 contract. Day 1 contracts are more expensive than regular care packs.	£ 2,715.30

Power Supplies			Per Unit
TH-508-AC12VVX34	Power Supply for Polycom VVX 101, 201. 5-Pack - NA	12V 0.5A, Power Supply with NA Plug. Good for Polycom IP VVX 101, 201. Sold in packs of 5. Important Note: Lead time can be 2-3 weeks. Warranty - 3 years Advanced Replacement included. Maintenance and Support - 3 years with maintained ININ Software. No additional fees.	£ 30.10
TH-508-AC12VVX34-015	Power Supply for Polycom VVX 101, 201. 5-Pack - UK	12V 0.5A, Power Supply with UK Plug. Good for Polycom IP VVX 101, 201. Sold in packs of 5. Important Note: Lead time can be 2-3 weeks. Warranty - 3 years Advanced Replacement included. Maintenance and Support - 3 years with maintained ININ Software. No additional fees.	£ 30.10
TH-508-AC12VVX34-122	Power Supply for Polycom VVX 101, 201. 5-Pack - EU	12V 0.5A, Power Supply with European Plug. Good for Polycom IP VVX 101, 201. Sold in packs of 5. Important Note: Lead time can be 2-3 weeks. Warranty - 3 years Advanced Replacement included. Maintenance and Support - 3 years with maintained ININ Software. No additional fees.	£ 30.10
TH-508-AC12VVX34-012	Power Supply for Polycom VVX 101, 201. 5-Pack - AUS/NZ	12V 0.5A, Power Supply with AUS/NZ Plug. Good for Polycom IP VVX 101, 201. Sold in packs of 5. Important Note: Lead time can be 2-3 weeks. Warranty - 3 years Advanced Replacement included. Maintenance and Support - 3 years with maintained ININ Software. No additional fees.	£ 30.10
TH-508-AC12VVX34-002	Power Supply for Polycom VVX 101, 201. 5-Pack - Japan	12V 0.5A, Power Supply with Japanese Plug. Good for Polycom IP VVX 101, 201. Sold in packs of 5. Important Note: Lead time can be 2-3 weeks. Warranty - 3 years Advanced Replacement included. Maintenance and Support - 3 years with maintained ININ Software. No additional fees.	£ 30.10
TH-508-AC48VVX34	Power Supply for Polycom VVX 300, 310, 400, 410. 5-Pack - NA	48V 0.4A, Power Supply with NA Plug. Good for Polycom IP VVX 3xx and 4xx series phone. Sold in packs of 5. Important Note: Lead time can be 2-3 weeks. Warranty - 3 years Advanced Replacement included. Maintenance and Support - 3 years with maintained ININ Software. No additional fees.	£ 61.60
TH-508-AC48VVX341P	Power Supply for Polycom VVX 300, 310, 400, 410. 1-pack - NA	48V, 0.4A Power Supply with NA power plug. Important Note: Lead time can be 2-3 weeks. Warranty - 3 years Advanced Replacement included. Maintenance and Support - 3 years with maintained ININ Software. No additional fees.	£ 15.37
TH-508-AC48VVX34-012	Power Supply for Polycom VVX 300, 310, 400, 410. 5-Pack - AUS/NZ	48V 0.4A, Power Supply with Aus/NZ plug. Good for Polycom VVX 300 and 400 series phones. Sold in packs of 5.	£ 61.60
TH-508-AC48VVX34-015	Power Supply for Polycom VVX 300, 310, 400, 410. 5-Pack - UK	48V 0.4A, Power Supply with UK Plug. Good for Polycom VVX 3xx and 4xx series phones. Sold in packs of 5. Important Note: Lead time can be 2-3 weeks. Warranty - 3 years Advanced Replacement included. Maintenance and Support - 3 years with maintained ININ Software. No additional fees.	£ 61.60
TH-508-AC48VVX34-122	Power Supply for Polycom VVX 3xx, 4xx series. 5-Pack - EU	48V 0.4A Power Supply with European Plug. Good for Polycom VVX 3xx/4xx. Sold in packs of 5. Important Note: Lead time can be 2-3 weeks. Warranty - 3 years Advanced Replacement included. Maintenance and Support - 3 years with maintained ININ Software. No additional fees.	£ 61.60
TH-508-AC48VUPB	Power Supply for Polycom VVX500, IP 560 & 670. 5-Pack - NA	48V, 0.4A, Power Supply with NA Plug. Good for Polycom VVX5xx/6xx. Sold in packs of 5. Important Note: Lead time can be 2-3 weeks. Warranty - 3 years Advanced Replacement included. Maintenance and Support - 3 years with maintained ININ Software. No additional fees.	£ 93.80
TH-508-AC48VUPB1P	Power Supply for Polycom VVX500, IP 560, 670. 1-Pack - NA	48V, 0.4A, Power Supply with NA power plug for Polycom VVX 5xx/6xx series phones and VVX 1500 Product Family. 1-pack. Important Note: Lead time can be 2-3 weeks. Warranty - 3 years Advanced Replacement included. Maintenance and Support - 3 years with maintained ININ Software. No additional fees.	£ 21.52
TH-508-AC48VUPB-012	Power Supply for Polycom VVX500, IP 560, 670. 5-Pack - Aus/NZ	48V, 0.4A, Power Supply with Australian/New Zealand Plug. Good for Polycom VVX5xx and 6xx, Sold in packs of 5. Important Note: Lead time can be 2-3 weeks. Warranty - 3 years Advanced Replacement included. Maintenance and Support - 3 years with maintained ININ Software. No additional fees.	£ 93.80
TH-508-AC48VUPB-015	Power Supply for Polycom VVX500, IP 560, 670. 5-Pack - UK	48V, 0.4A, Power Supply with UK Plug. Good for Polycom VVX5xx/6xx, Sold in packs of 5. Important Note: Lead time can be 2-3 weeks. Warranty - 3 years Advanced Replacement included. Maintenance and Support - 3 years with maintained ININ Software. No additional fees.	£ 93.80
TH-508-AC48VUPB-122	Power Supply for Polycom VVX500, IP 560, 670. 5-Pack - EU	48V, 0.4A, Power Supply with European Plug. Good for Polycom VVX5xx/6xx. Sold in packs of 5. Important Note: Lead time can be 2-3 weeks. Warranty - 3 years Advanced Replacement included. Maintenance and Support - 3 years with maintained ININ Software. No additional fees.	£ 93.80
TH-508-ACIP50PS	Power Supply for Polycom IP 5000 - NA	100-240V, 0.4A, 48V/19W, Power Supply with NA Plug. Good for Polycom SS IP 5000. Power Insertion Cable. Excludes Brazil. Important Note: Lead time can be 2-3 weeks. Warranty - 3 years Advanced Replacement included. Maintenance and Support - 3 years with maintained ININ Software. No additional fees.	£ 68.08

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TH-508-ACIP50PS-012	Power Supply for Polycom IP 5000 - Aus/NZ	100-240V, 0.4A, 48V/19W, Power Supply for Polycom SoundStation IP 5000. AUS/NZ Power Insertion Cable. Important Note: Lead time can be 2-3 weeks. Warranty - 3 years Advanced Replacement included. Maintenance and Support - 3 years with maintained ININ Software. No additional fees.	£ 68.08
TH-508-ACIP50PS-015	Power Supply for Polycom IP 5000 - UK	100-240V, 0.4A, 48V/19W, Power supply with UK Plug. Good for Polycom SS IP 5000. Important Note: Lead time can be 2-3 weeks. Warranty - 3 years Advanced Replacement included. Maintenance and Support - 3 years with maintained ININ Software. No additional fees.	£ 68.08
TH-508-ACIP50PS-122	Power Supply for Polycom IP 5000 - EU	100-240V, 0.4A, 48V/19W, Power Supply with European Plug. Good for Polycom SS IP 5000. Important Note: Lead time can be 2-3 weeks. Warranty - 3 years Advanced Replacement included. Maintenance and Support - 3 years with maintained ININ Software. No additional fees.	£ 68.08
TH-508-ACIP60PS	Power Supply for Polycom IP 6000 - NA	100-240V, 0.4A, 48V/19W, North America Important Note: Lead time can be 2-3 weeks. Warranty - 3 years Advanced Replacement included. Maintenance and Support - 3 years with maintained ININ Software. No additional fees.	£ 68.08
TH-508-ACIP60PS-012	Power Supply for Polycom IP 6000 - Aus/NZ	100-240V, 0.4A, 48V/19W, Power Supply for Polycom SoundStation IP6000. AUS/NZ Power Insertion Cable. Important Note: Lead time can be 2-3 weeks. Warranty - 3 years Advanced Replacement included. Maintenance and Support - 3 years with maintained ININ Software. No additional fees.	£ 68.08
TH-508-ACIP60PS-015	Power Supply for Polycom IP 6000 - UK	100-240V, 0.4A, 48V/19W, Power Supply with UK Plug. Good for Polycom SS IP 6000. Important Note: Lead time can be 2-3 weeks. Warranty - 3 years Advanced Replacement included. Maintenance and Support - 3 years with maintained ININ Software. No additional fees.	£ 68.08
TH-508-ACIP60PS-122	Power Supply for Polycom IP 6000 - EU	100-240V, 0.4A, 48V/19W, Power Supply with European Plug. Good for Polycom SS IP 6000. Important Note: Lead time can be 2-3 weeks. Warranty - 3 years Advanced Replacement included. Maintenance and Support - 3 years with maintained ININ Software. No additional fees.	£ 68.08
TH-508-ACIP70PS	Power Supply for Polycom IP 7000 - NA	100-240V, 1.5A, 48V/50W, Power Supply with NA Plug. Good for Polycom SS IP 7000. Power Insertion Cable. Excludes Brazil. Important Note: Lead time can be 2-3 weeks. Warranty - 3 years Advanced Replacement included. Maintenance and Support - 3 years with maintained ININ Software. No additional fees.	£ 68.08
TH-508-ACIP70PS-015	Power Supply for Polycom IP 7000 - UK	100-240V, 1.5A, 48V/50W, Power Supply with UK Plug. Good for Polycom SS IP 7000. Important Note: Lead time can be 2-3 weeks. Warranty - 3 years Advanced Replacement included. Maintenance and Support - 3 years with maintained ININ Software. No additional fees.	£ 68.08
TH-508-ACIP70PS-122	Power Supply for Polycom IP 7000 - EU	100-240V, 1.5A, 48V/50W, Power Supply with European Plug. Good for Polycom SS IP 7000. Important Note: Lead time can be 2-3 weeks. Warranty - 3 years Advanced Replacement included. Maintenance and Support - 3 years with maintained ININ Software. No additional fees.	£ 68.08
TH-600-PCSTDNA	Standard Power Cord - North American	Standard North American Power Cord for servers and gateways.	£ 2.98
TH-600-PCSTDAU	Standard Power Cord - Australian	Standard Australian Power Cord for servers and gateways.	£ 2.98
TH-600-PCSTDBR	Standard Power Cord - Brazilian	Standard Brazilian Power Cord for servers and gateways.	£ 2.98
TH-600-PCSTDEU	Standard Power Cord - Euro	Standard Euro Power Cord for servers and gateways.	£ 2.98
TH-600-PCSTDIN	Standard Power Cord - India	Standard India Power Cord for servers and gateways.	£ 2.98
TH-600-PCSTDJP	Standard Power Cord - Japan	Standard Japan Power Cord for servers and gateways.	£ 2.98
TH-600-PCSTD SW	Standard Power Cord - Swiss	Standard Australian Power Cord for servers and gateways.	£ 2.98
TH-600-PCSTDUK	Standard Power Cord - UK	Standard Australian Power Cord for servers and gateways.	£ 2.98
TH-600-PCSTDCH	Standard Power Cord - China	Standard China Power Cord for servers and gateways.	£ 2.98
TH-600-ACMPCNA	AudioCodes Media Pack 11x Power Cord - North American Plug	Power Cord and North American Plug for AudioCodes Media Pack 11x gateway. Note: the MP124 use a standard power cord.	£ 2.10
TH-600-ACMPCAU	AudioCodes Media Pack 11x Power Cord - Australian Plug	Power Cord and Australian Plug for AudioCodes Media Pack 11x gateway. Note: the MP124 uses a standard power cord.	£ 2.10
TH-600-ACMPCBR	AudioCodes Media Pack 11x Power Cord - Brazilian Plug	Power Cord and Brazilian Plug for AudioCodes Media Pack 11x gateway. Note: the MP124 uses a standard power cord.	£ 2.10
TH-600-ACMPCCH	AudioCodes Media Pack 11x Power Cord - China Plug	Power Cord and China Plug for AudioCodes Media Pack 11x gateway. Note: the MP124 uses a standard power cord.	£ 2.10
TH-600-ACMPC EU	AudioCodes Media Pack 11x Power Cord - Euro Plug	Power Cord and Euro Plug for AudioCodes Media Pack 11x gateway. Note: the MP124 uses a standard power cord.	£ 2.10
TH-600-ACMPCIN	AudioCodes Media Pack 11x Power Cord - India Plug	Power Cord and India Plug for AudioCodes Media Pack 11x gateway. Note: the MP124 uses a standard power cord.	£ 2.10
TH-600-ACMPCJP	AudioCodes Media Pack Power Cord - Japan Plug	Power Cord and Japan Plug for AudioCodes Media Pack 11x gateway. Note: the MP124 uses a standard power cord.	£ 2.10
TH-600-ACMPCSA	AudioCodes Media Pack 11x Power Cord - South African Plug	Power Cord and South African Plug for AudioCodes Media Pack 11x gateway. Note: the MP124 uses a standard power cord.	£ 2.10
TH-600-ACMPCSW	AudioCodes Media Pack 11x Power Cord - Swiss Plug	Power Cord and Swiss Plug for AudioCodes Media Pack 11x gateway. Note: the MP124 uses a standard power cord.	£ 2.10
TH-600-ACMPCUK	AudioCodes Media Pack 11x Power Cord - UK Plug	Power Cord and UK Plug for AudioCodes Media Pack 11x gateway. Note: the MP124 uses a standard power cord.	£ 2.10

Features Correct as of 14th May 2018. To learn more about PureCloud or see the up-to-date full features list visit www.help.mypurecloud.com

Omnichannel Interactions Management

Standard Features	PureCloud 1	PureCloud 2	PureCloud 3
ACD Voicemail Routing		✓	✓
Bullseye Routing		✓	✓
Callback Objects (IVR & Web)		✓	✓
Customer Journey			✓
Email		✓	✓
External Contacts	✓	✓	✓
In-Queue Audio Configuration	✓	✓	✓
In-Queue Call Flows	✓	✓	✓
Priority FIFO Routing	✓	✓	✓
Response Management		✓	✓
Skills-based Routing		✓	✓
Social Media (Twitter)			✓
Voice	✓	✓	✓
Voice Co-browse			✓
Voice Screen Share			✓
Web Chat		✓	✓
Web Chat Co-browse			✓
Web Chat Screen Share			✓
Wrap-up Codes	✓	✓	✓

Speech-enabled IVR

Standard Features	PureCloud 1	PureCloud 2	PureCloud 3
ASR-Supported Languages	✓	✓	✓
Audio Debug a Call Flow	✓	✓	✓
Dependency Tracking	✓	✓	✓
Drag & Drop Auto-Attendant	✓	✓	✓
Email Flows		✓	✓
Graphical Task Editor	✓	✓	✓
Inbound Call Flows	✓	✓	✓
Integrated Prompt Management	✓	✓	✓
Integrated Speech Enablement	✓	✓	✓
Native Versioning	✓	✓	✓
Outbound Call Flows		✓	✓
Printing a Call Flow	✓		✓
Real-time Error Tracking	✓	✓	✓
Robust Expression Editing	✓	✓	✓
Secure IVR		✓	✓
TTS-Supported Languages	✓	✓	✓

Outbound dialing

Standard Features	PureCloud 1	PureCloud 2	PureCloud 3
Adv. Record Processing Rules	✓	✓	✓
Agentless/Auto Messaging		✓	✓
Answering Machine Detection	✓	✓	✓
Contact List Management	✓	✓	✓
Contact List Rest API	✓	✓	✓
Data Export	✓	✓	✓
Inbound/Outbound Blending		✓	✓
Power Dialing		✓	✓
Predictive Dialing	✓	✓	✓
Priority Preview Dialing		✓	✓
Progressive Dialing	✓	✓	✓
Scheduled Callbacks	✓	✓	✓
Wrap-up Codes	✓	✓	✓

Standard Features	PureCloud 1	PureCloud 2	PureCloud 3
Abandon Rate Configuration	✓	✓	✓
Caller ID Control	✓	✓	✓
Campaign Sequences	✓	✓	✓
Filtering for Call Lists	✓	✓	✓
Multi-level Caller ID Settings	✓	✓	✓
Progress View	✓	✓	✓
Outlook-style Schedule View	✓	✓	✓
Callable Times	✓	✓	✓
Dynamic Do Not Call Lists	✓	✓	✓
Multiple DNC Lists Per Campaign	✓	✓	✓
Online DNC.com Integration	✓	✓	✓
Pacing Control and Overrides	✓	✓	✓
Time Zone Support	✓	✓	✓

Graphical scripting

Standard Features	PureCloud 1	PureCloud 2	PureCloud 3
Ability to Customise Script		✓	✓
Inbound Call Support	✓	✓	✓
Outbound Call Support	✓	✓	✓
URL Screen Pop	✓	✓	✓
Chat		✓	✓
Email		✓	✓
Voice	✓	✓	✓
Complex Variable Types		✓	✓
Pre-packaged Validations		✓	✓
Script Errors Panel		✓	✓
Templates		✓	✓
Version Control		✓	✓

Workforce management

Standard Features	PureCloud 1	PureCloud 2	PureCloud 3
Agents Can See Their Schedules		✓	✓
Agent Time Off - Request			✓
Automatic Schedule Generation			✓
Basic Load-based Scheduling			✓
Basic Short-term Forecasting			✓
Current Schedule Adherence			✓
Historic Schedule Adherence			✓
Intraday Monitoring			✓
Manually Create Schedules		✓	✓
View and Edit Schedules		✓	✓
Verint Integration		✓	✓

Recordings

Standard Features	PureCloud 1	PureCloud 2	PureCloud 3
100% Email Recording		✓	✓
100% Email Recording	✓	✓	✓
100% Voice Recording	✓	✓	✓
100% Web Chat Recording		✓	✓
Callback		✓	✓
Dual-channel Call Recording		✓	✓
Evaluation Audit Trail		✓	✓
Flexible Search with Facets	✓	✓	✓
Long-term Cloud Storage	✓	✓	✓
Permission-based Playback	✓	✓	✓
Policy-based Retention	✓	✓	✓
Recording Audit Trail	✓	✓	✓
Secure Pause	✓	✓	✓
Single-channel Call Recording	✓	✓	✓

Quality evaluations

Standard Features	PureCloud 1	PureCloud 2	PureCloud 3
Recordings & Evaluation Scores		✓	✓
Calibration Process		✓	✓
Evaluation Assignment		✓	✓
100% Web Chat Recording		✓	✓
Evaluation Form Designer		✓	✓
Evaluation Workflows		✓	✓
Faceted Evaluation Search		✓	✓
Multiple Question Types		✓	✓

Speech analytics

Standard Features	PureCloud 1	PureCloud 2	PureCloud 3
Speech-to-Text Transcription		✓	✓

Supervisory actions

Standard Features	PureCloud 1	PureCloud 2	PureCloud 3
Agent Activation	✓	✓	✓
Assistance	✓	✓	✓
Listen (Monitoring)	✓	✓	✓

Reporting and analytics

Standard Features	PureCloud 1	PureCloud 2	PureCloud 3
Flexible API Access	✓	✓	✓
Contact Centre Dashboard	✓	✓	✓
Interactions Details Views	✓	✓	✓
Queues Activity Real-time Views	✓	✓	✓
Performance Views	✓	✓	✓
Agent Availability Report	✓	✓	✓
Interaction Details Report	✓	✓	✓
Queue Metrics Report	✓	✓	✓
Scheduled Reports	✓	✓	✓
Wrap-up Codes Report	✓	✓	✓
Performance iPad App		✓	✓

Data integrations

Standard Features	PureCloud 1	PureCloud 2	PureCloud 3
Microsoft Dynamics	✓	✓	✓
Oracle Service Cloud	✓	✓	✓
Salesforce	✓	✓	✓
Salesforce	✓	✓	✓
Zendesk	✓	✓	✓

Inclusive of agent pricing

PureCloud Data Storage Services

Any use of the PureCloud Data Storage services will be governed by the terms and invoiced per the rates found at <https://help.mypurecloud.com/articles/data-storage-usage/>

PureCloud Interactive Voice Response

Any use of PureCloud Interactive Voice Response (IVR) services will be governed by the terms and invoiced per the rates found at <http://help.mypurecloud.com/articles/IVR-usage/>

SIP Channel

If Foehn telecommunication services are taken in conjunction with PureCloud, SIP channels will be charged at £5.00 per channel (1 channel = 1 concurrent call). Calls will be charged at the following rates: <https://www.foehn.co.uk/enterprise-ratecard/>

Endpoints

Foehn can provide a large number of IP Phones, softphones & accessories from a selection of manufacturers, including Polycom, Plantronics, Yealink and Digium. Prices range from £30 to £300.

Connectivity

Foehn can provide high speed connectivity including EFM, Leased Lines and MPLS networks. Prices are subject to bandwidth requirements and site surveys.

If you have any questions regarding pricing, inclusive features or the additional services, please contact Julian Barrow on 0208 940 7513 or email julian.barrow@foehn.co.uk