

PICK THE PERFECT PLAN FOR YOUR BUSINESS

Get the best of Genesys Cloud CX™ with simple, transparent pricing. No surprise fees, guaranteed.
Easily scale and pay for what you use. No maintenance fees or unplanned commitments.

Currency USD

\$75 Monthly USD Genesys Cloud CX 1
Voice

\$90 Monthly USD Genesys Cloud CX 2
Digital

\$110 Monthly USD Genesys Cloud CX 2
Digital + Voice

\$130 Monthly USD Genesys Cloud CX 3
Digital + WEM

\$150 Monthly USD Genesys Cloud CX 3
Digital + WEM + Voice

Handle any customer call with ease. Take advantage of inbound and outbound voice, dynamic routing, callbacks, employee support and more. All the essentials you need in a single package.

Plan includes:

- Easily configure the best **voice experience** with inbound, **outbound** or blended voice capabilities, including comprehensive routing options, reporting and more!
- Let customers self-serve with callback options and an easy-to-update, **secure IVR** for a more personalized experience on-demand.
- Intuitive employee workspace with context to personalize and expedite resolution.
- Powerful orchestration builder. Configure voice call flows with a single drag-and-drop tool.
- Record each interaction with high quality to ensure regulatory compliance.
- Access an **open-API composable architecture** for easy extensibility and integration to any system, including CRM, UC and more.
- Say goodbye to unexpected charges with a comprehensive fair-use policy for IVR minutes, data storage, API requests and more.
- Weekly innovation releases so you have the latest and greatest at your fingertips.

[Talk to Sales](#)

Prices listed are per named user, billed annually. Usage-based pricing may apply.

[Want to compare plans? See our feature matrix plan comparison](#)

Enhance with the AI Experience

Accelerate innovation and improve end-to-end journeys with turnkey personalization, automation and prediction

AI Experience

Starting at

\$40 Monthly USD

The **AI Experience** is available for voice and digital. It includes Predictive Engagement, Digital and Voice Bots, Knowledge, Agent Assist and Predictive Routing.

[Talk to sales](#)

- Create AI-enabled knowledge bases that surface answers automatically and work across customer self-service and employee-assist channels for a global audience.
- Automate conversations with bots that have a human touch — and can be built using an intuitive drag-and-drop UI.
- Implement AI solutions easily and provide business users with access to user-friendly features.
- Turnkey AI models extract value from AI-ready data in Genesys Cloud CX to predict the next best action, automate routing and guide journeys for service and sales KPIs.
- Capture and stitch together interaction history across channels to provide context for bots and employees.
- Empower agents with real-time contextual knowledge and task automation.

Optimize with journey management

Measure, monitor and optimize journeys at scale to improve customer experiences and business performance

Pointillist® by Genesys

End-to-end **customer journey management software**

[Talk to sales](#)

- Aggregate customer data from any source to create a single customer view across time and channels.
- Analyze any journey, any timeframe and any customer to determine which CX enhancements will deliver the greatest impact to your customers — and your business.
- Activate personalized experiences informed by current intent and prior behavior.
- Align your organization around customer experience to improve journey performance and accelerate cross-functional alignment.

Explore our Genesys Cloud CX add-ons for more flexible pricing.

Digital

Flip the switch. Add digital channels for users who need them.

[Learn more](#)

Available for:

GC1

Workforce engagement

Unleash employee superpowers. Add Workforce Engagement Management for employees who need it.

[Learn more](#)

Available for:

GC1 GC2

AI

Need specific AI use cases? Automate with voice and chatbots, acquire customers effectively or route customers to the best agent with AI add-ons.

[Learn more](#)

Available for:

GC1 GC2 GC3

Unified communications

Extend Genesys native UC to your entire organization for seamless collaboration and knowledge sharing.

[Learn more](#)

Available for:

GC1 GC2 GC3

Telephony

Take advantage of flexible options for voice connectivity. Bring your own cloud carrier or use Genesys Cloud Voice for reliable, resilient and scalable telephony.

[Learn more](#)

Available for:

GC1 GC2 GC3

AppFoundry® Marketplace

Explore pre-built integrations and apps — CRM, UC, BI, bots and more — to reach your goals faster.

[Learn more](#)

Available for:

GC1 GC2 GC3

Explore Genesys Cloud CX plan options to find the best fit for your business needs

Named user

Pay for logged in user

Best for predictable agent staffing at the best available price.

By-the-hour pricing

Pay for time used by logged in users

Best for contact centers with part-time agents or frequent usage spikes.

Concurrent pricing

Pay for simultaneous users

Best for brands with agents across multiple shifts and multiple peak times in a 24-hour period.

Work Email

I would like someone to reach out to me

[Let's talk](#)

WE'RE HERE TO HELP.

Send us a quick chat or just say the word — we'll reach out to talk through the options and find the best fit for you and your business.

