RFP 60-24-06 Genesy's Licensing Support and Teams

Questions & Answers

1. What Genesys License Level is SURS currently using? GC2 or GC3?

Current Month (5/13/2024-6/12/2024) ▾   📄 Download Usage Report

Overview

Users

	Qty	Rate	Total
Genesys Cloud CX 2 Concurrent	**44** users		
- Committed (38 used)	44		Pre-Paid
- On-Demand	0		
Genesys Cloud Collaborate User	**1** users		
- Committed	0		Pre-Paid
- On-Demand	1		
Genesys Cloud Communicate User	**45** users		
- Committed (43 used)	45		Pre-Paid
- On-Demand	0		
Genesys Cloud for Wallboard Device Charge (view notes)	**0** users		
- Committed (0 used)	0		Pre-Paid
- On-Demand	0		

Apps

	Qty	Rate	Total
PureInsights Configurable Dashboard Concurrent	**1** licenses		
- Committed (1 used)	1		Pre-Paid
- On-Demand	0		

Devices

	Qty	Rate	Total
BYOC Premises - Genesys Hardware Usage Fee	**2** devices		
- Committed	0		Pre-Paid
- On-Demand	2		
Genesys Cloud Communicate Stand-alone Phone	**18** phones		
- Committed (17 used)	18		Pre-Paid
- On-Demand	0		
Genesys Cloud Static WebRTC TURN Charge	**0** devices		
- Committed (0 used)	0		Pre-Paid
- On-Demand	0		
Genesys Cloud API Resource Usage On-Demand Charge	**6,742,000** requests		
Included (784,233 used)	6,742,000		
On-Demand	0		

2. Regarding Appx H, are there a maximum of 17 concurrent agents logged in at any one time? Or 44 concurrent agents? Does SURS feel they have accurate and appropriate licensing levels today?

   SURS currently has 44 concurrent licenses. 17 of those licenses are utilized by employees whose primary responsibility is the call center. The remaining concurrent licenses are used by employees who assist the call center when call volume or call center staff availability requires it.

   SURS believes we have appropriate licensing counts currently.

3. Are there any current or potential planned CRM or System of Record integrations required? There is a planned integration with our new cloud-based Pension Administration System, V3locity from Vitech.

   SURS could potentially integrate with Power BI or other similar data analytics tool. We may consider integration with Splunk as well.