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GENESYS THIRD-PARTY PRODUCT TERMS (v. 2024-04-01)

The following terms apply to all Genesys, Inc. (“**Genesys**”) Third-Party Products (“**Genesys Services**”). As used in these terms, “you” means the entity that has a contract with 8x8 (an “Agreement”) to which these terms apply.

- If you exceed the Genesys product quantities in an Order, 8x8 will invoice for additional quantities at the prices in that Order.
- Your use of Genesys Services must comply with the AWS Acceptable Use Policy located at <https://aws.amazon.com/aup/>.
- The Genesys Service Level Agreements (and not any 8x8 Service Level Agreements), available at <https://help.mypurecloud.com/articles/service-level-agreements/>, apply to the Genesys Services. They will not be materially and adversely changed during a Subscription Period.
- You must indemnify, defend, and hold harmless Genesys and its Affiliates and licensors (and the 8x8 Parties) in connection with any noncompliance with the Agreement and any exclusions applicable to Indemnified IP Claims.
- Genesys’ security policies for the Genesys Services (updated from time-to-time) are located at <https://help.mypurecloud.com/articles/purecloud-security-compliance/>.
- Use of AppFoundry offerings is subject to the applicable vendor’s terms of use (as stated on the AppFoundry Marketplace), and those terms only create obligations between you and that vendor (and not Genesys or 8x8). All claims relating to those offerings must be brought solely against the applicable vendor.

Genesys Services:	Links:
Basic IVR Usage	Customers can use up to the “fair use” basic IVR amounts allocated by user without being charged. For allocation amounts, see Fair use routing usage charges
Data Storage	Customers can use up to the “fair use” storage amounts allocated by user without being charged. For allocation amounts, see Fair use data storage usage and charges



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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/
Basic Voice Transcription	Customers can use the “fair use” voice transcription minutes allocated by user without being charged. See Fair use voice transcription charges
BYOC Rate Table	The BYOC rate table is described at https://help.mypurecloud.com/?p=151378
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/
Predictive Engagement	Genesys Cloud 2 and Genesys Cloud 3 subscriptions include access to Altocloud, a real-time journey analytics platform that observes and analyzes visitors on PureCloud customer websites. Pricing and instructions to configure and activate Altocloud are located here: Predictive Engagement event pricing
PureCloud Short Message Services (SMS)	Available to PureCloud 2 Users, PureCloud 3 Users, or Agents with the Genesys Cloud 1 User Digital Upgrade II. https://help.mypurecloud.com/articles/messaging-pricing/



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<p>Genesys Cloud 3rd Party Messaging (WhatsApp, Facebook, Twitter, LINE, etc.)</p>	<p>Available to PureCloud 2 Users, PureCloud 3 Users, or Agents with the Genesys Cloud User 1 Digital Upgrade II. For pricing see, https://help.mypurecloud.com/articles/messaging-pricing/</p> <p>Customers agree to abide by Facebook terms and policies when using the Facebook Messenger integration with Genesys Cloud:</p> <p>Terms: https://www.facebook.com/terms.php</p> <p>Commercial Terms: https://www.facebook.com/legal/commercial_terms</p> <p>Platform Policy: https://developers.facebook.com/policy</p> <p>Approval and continuing usage of the Facebook Messenger platform is subject to initial and ongoing review and monitoring by Facebook.</p> <p>Customers using WhatsApp Business Solution via Genesys agree to be in compliance with the WhatsApp Business Solution Terms (WhatsApp 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.</p> <p>For information related to WhatsApp Conversation Pricing see WhatsApp documentation here: https://developers.facebook.com/docs/whatsapp/pricing</p>
<p>Bring Your Own Technology Charges</p>	<p>BYO (Bring Your Own) Technology Integration enabling customers to integrate third party services into PureCloud. Charged per invocation. For per invocation costs, see Bring your own technology services model (per turn/minute rates)</p>
<p>PureCloud Voice Rate Table</p>	<p>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 http://help.mypurecloud.com/articles/addendum-purecloud-voice-service/.</p>



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Virtual Agent Google CCAI	Genesys Virtual Agent Services powered by Google CCAI are covered under Genesys Cloud standard Terms and Conditions for direct customers or, for indirect end users, the standard Genesys Cloud End User Agreement terms, both of which are located at https://help.mypurecloud.com/articles/global-purecloud-service-terms-and-conditions/ . However, security controls for Genesys Virtual Agent Services powered by Google CCAI can be found at https://cloud.google.com/security . You authorize Genesys to enable the Google CCAI services in your Genesys Cloud Environment.
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