ToolGPA

NOVEMBER 2026

Genesys Cloud CX

The Insider's Guide

Cloud contact center platform for voice and digital service

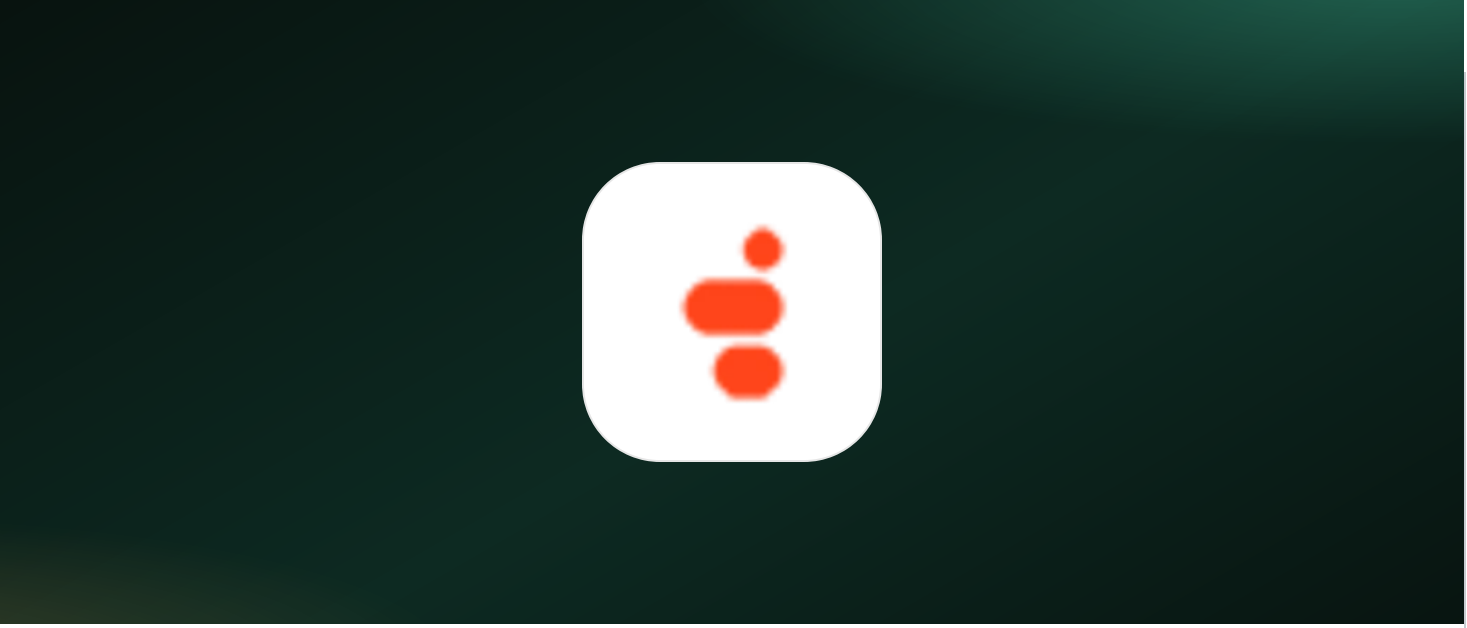


Every plan, grade, refund rule and rival among help desk and live chat tools, read from Genesys Cloud CX's own pages.

Made by Genesys · checked Nov 13, 2026 · toolgpa.com

1.8

GPA



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Who made this guide, what else is on the site, and how to cite it

ToolGPA put this guide together from Genesys Cloud CX's own pages, its app-store listings and our grades. Every fact in it is on Genesys Cloud CX's page too, where it is kept up to date. Checked Nov 13, 2026.

Welcome

What it is, who it suits, its grades and the ten things to know first

1.8

GPA, above 6 of the 92 other help desk and live chat tools we grade

Genesys Cloud CX is a cloud contact center platform covering voice, digital channels, routing, analytics, quality management and workforce management. It is sold in numbered editions, CX 1 to CX 4, priced per user with AI features metered in Experience Units.

To get you started, here are **8 things to know about Genesys Cloud CX**, taken from its own pages and our grades.

1 **Best for a cloud contact center platform**

Genesys Cloud CX is a cloud contact center for voice and digital service, from $75 a user a month on annual billing.

2 **Paid plans start at $75 a month for each person**

As its pricing page puts it: $75 per user / month, billed annually.

3 **It runs on Web**

Web.

4 **Voice and digital channels**

Voice, email, web chat, SMS, WhatsApp, Facebook Messenger, Instagram and X direct messages, Apple Messages for Business and custom channels.

5 **Routing and IVR**

Call and omnichannel routing, speech-enabled IVR and predictive routing, with outbound campaigns on every edition.

6 **AI and virtual agents**

Virtual agents, native bots, Agent Copilot and Supervisor Copilot. Most AI features draw on Genesys Cloud Experience Units.

7 **A 1.8 GPA, above 6 of 92**

That is against the other help desk and live chat tools we grade, on value, the free plan, features, ease of use and platforms.

8 **Keep it**

To replace Genesys Cloud CX you would be making an AI agent, with the models and the safeguards behind it. That is not a weekend's work, with an AI app builder or without one.

Genesys Cloud CX at a glance

PRICING Paid, from $75 per user / month, billed annually	FREE PLAN No
FREE TRIAL None stated	RUNS ON Web
MADE BY Genesys	CATEGORY Help Desks & Live Chat
OUR GRADE 1.8 GPA, weak	

The report card

Best for a cloud contact center platform

Genesys Cloud CX is a cloud contact center for voice and digital service, from $75 a user a month on annual billing. Voice-only is the cheapest tier, and digital channels start at $115.

TOOLGPA REPORT CARD	Genesys Cloud CX	Graded Nov 13, 2026
SUBJECT	GRADE	COMMENT
Value for money	D	$75 a user a month for voice only, $115 once digital channels are added, at or above the category's dearest tenth of $110.
Free plan and trial	F	No free plan and no trial is listed, so you pay before you try it.
Features	B	Voice and digital channels, routing, IVR, AI and virtual agents, quality and workforce tools. It covers the whole contact center job, though tiers decide what you get.
Ease of use	C	No store rating on record. A contact center rollout to configure.
Platforms and integrations	B	Web only, with WhatsApp, Messenger, Instagram, Apple Messages and the AppFoundry marketplace.
Grade point average		Weak, out of 4.0 **1.8**

An A is worth 4 points, a B 3, a C 2, a D 1 and an F nothing. The GPA is the average of the five.

Who Genesys Cloud CX is for

- ✓ Fits if you run a voice-first contact center
- ✓ Works for teams that want workforce tools in the same suite

Who it is not for

- ✕ Pricey if you need digital channels, as they start at $115 and are add-ons on CX 1
- ✕ Tight if you want AI, because many features spend Experience Units
- ✕ Watch out: the page says prices are subject to change and usage charges may apply
- ✕ Skip it if you want a concurrent license price, since it is given only on request

Good to know

Good for

- ✓ Mid-size and large contact centers that handle voice and digital
- ✓ Teams that need workforce management and quality tools built in
- ✓ Organizations that can commit to annual contracts

Worth knowing

- ⓘ Prices are for named licenses billed annually; concurrent and hourly-interacting licenses are also offered and priced separately on request.
- ⓘ Many AI features need Experience Units: 250 named units per org per month are included, plus 30 per agent on CX 4.
- ⓘ Digital channels and some analytics are add-ons on CX 1, and messaging add-ons vary by edition.
- ⓘ The page says prices are subject to change, and usage-based charges may apply.

PART 02 · PRICING

What it costs

Every plan, the free plan, ways to pay less and how prices have moved

$75

A month to start, for each person

Genesys Cloud CX is a paid product, starting at $75 per user / month, billed annually.

> **No free plan and no trial is listed, so you pay before you try it.**

From our grade for free plan and trial

GENESYS CLOUD CX 1

$75

per user / month, billed annually

Voice contact centers: voice channel, call routing, speech IVR, outbound campaigns, recording and virtual agents. Named licenses.

GENESYS CLOUD CX 2

$115

per user / month, billed annually

Adds digital channels, omnichannel routing, knowledge, quality assurance and compliance. Named licenses.

GENESYS CLOUD CX 3

$155

per user / month, billed annually

Adds workforce management, forecasting and scheduling and employee performance. Named licenses.

GENESYS CLOUD CX 4

$240

per user / month, billed annually

Adds journey management, with Agent Copilot features included and 30 Experience Units per named agent.

Read from genesys.com on Nov 13, 2026.

What it does

Its main features, where it runs, what it works with and who makes it

1

Place it runs: Web

Cloud contact center platform for voice and digital service. Here is what it does, as its own site describes it, and what it covers: AI features, workflow automation, AI agents, reports, whatsApp messaging, chatbots.

> **Voice and digital channels, routing, IVR, AI and virtual agents, quality and workforce tools.**
>
> From our grade for features

Voice and digital channels

Voice, email, web chat, SMS, WhatsApp, Facebook Messenger, Instagram and X direct messages, Apple Messages for Business and custom channels.

Routing and IVR

Call and omnichannel routing, speech-enabled IVR and predictive routing, with outbound campaigns on every edition.

AI and virtual agents

Virtual agents, native bots, Agent Copilot and Supervisor Copilot. Most AI features draw on Genesys Cloud Experience Units.

Quality and workforce management

Quality assurance and compliance from CX 2, plus forecasting, scheduling and employee performance from CX 3.

Analytics and recording

Analytics and reporting come in all editions, with voice and digital interaction recording on CX 1 and speech and text analytics.

AppFoundry marketplace

Genesys runs a marketplace of partner apps and integrations that extend the platform.

Where it runs

- Web

What it works with

- WhatsApp
- Facebook Messenger
- Instagram
- Apple Messages for Business
- AppFoundry Marketplace

Genesys Cloud CX is made by Genesys.

Where it stands

Its grades against its category, and whether to keep it or make your own

6/92

Other help desk and live chat tools it is graded above

Genesys Cloud CX's GPA of 1.8 is higher than 6 of the 92 other help desk and live chat tools we grade, and level with 19.

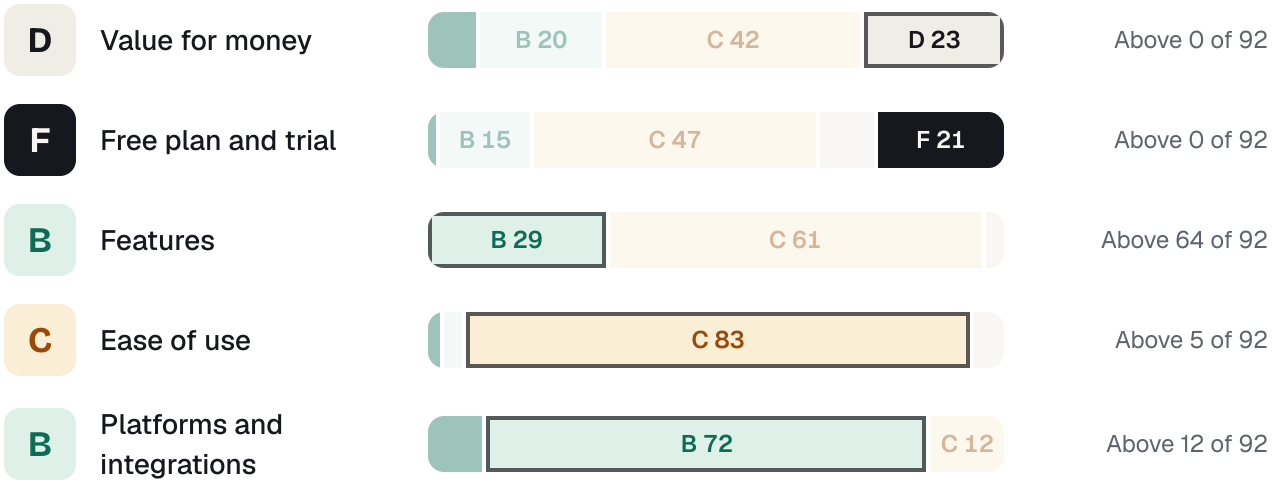
It stands best on features (B, above 64 of 92) and worst on free plan and trial (F, above 0).

Its paid plans start at $75 a month for each person, against a middle price of $29 for the category: 63 of the 78 others that charge start lower.

On features, ease of use and platforms it scores 2.7 out of 4. 5 tools score higher and cost less.

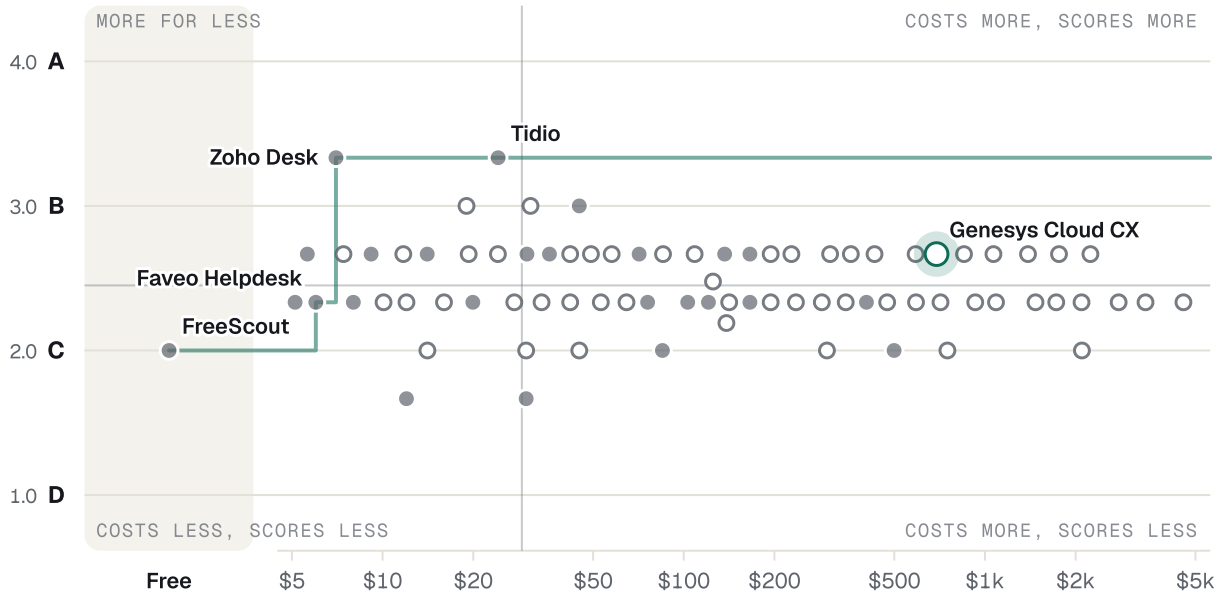
Each grade against the category

Every bar is all 93 help desk and live chat tools we grade, cut by the letter each got. Genesys Cloud CX's own letter is outlined.



Price against what you get

Each dot is one of 80 help desk and live chat tools. Further left costs less; higher up scores better on features, ease of use and platforms. Genesys Cloud CX is the marked dot.



What paid plans start at, a month (each step along is roughly double) ⍰

Keep it, or make your own?

Whether this is something you could build for yourself with an AI app builder, and what you would give up.

Keep it

To replace Genesys Cloud CX you would be making an AI agent, with the models and the safeguards behind it. That is not a weekend's work, with an AI app builder or without one.

That makes this kind of software worth paying for, not this one in particular: 67 of the 92 other help desk and live chat tools grade higher. It costs $900 a year.

What you could make

- Reports: an app builder makes this well.

What you could not

- An AI agent, with the models and the safeguards behind it.

- The WhatsApp Business API, which Meta opens only through approved partners.
- Connections to other products, each kept working as those products change.
- A chatbot builder hooked into the messaging apps.
- It is priced for each person, which means accounts and billing for a team.
- The depth: we grade its features B, which means it covers the whole job.

What this rests on. Genesys Cloud CX's listing: what it does, where it runs, what it plugs into and what it costs. It is a judgement about the kind of software this is. We have not built a replacement for it, and making your own means looking after it too. How we decide, and every tool's verdict.

The alternatives

The tools it is most often weighed against, side by side



NICE CXone, Five9, Talkdesk, LivePerson and Zendesk

The 5 tools Genesys Cloud CX is most often weighed against, with where each one differs from it.

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NICE CXone

From $110/mo

Cloud contact center suite for voice, digital and AI agents.

- Genesys Cloud CX also covers whatsApp messaging.
- NICE CXone also covers AI support agent.

Genesys Cloud CX and NICE CXone compared in full

1.8 GPA

Five9

From $119/mo

Cloud contact center for voice and digital channels, sold in bundles.

- Genesys Cloud CX also covers AI agents, whatsApp messaging and chatbots.
- Five9 also covers live chat, AI support agent and business phone line.

Genesys Cloud CX and Five9 compared in full

Talkdesk

1.8 GPA

Free plan · from $85/mo

Cloud contact center for voice and digital channels, with AI agents.

- Talkdesk has a free plan. Genesys Cloud CX does not.
- Genesys Cloud CX also covers AI agents, whatsApp messaging and chatbots.
- Talkdesk also covers live chat, AI support agent and business phone line.

Genesys Cloud CX and Talkdesk compared in full

LivePerson

1.8 GPA

Paid

Messaging and AI agent platform for enterprise customer service.

- Genesys Cloud CX also covers workflow automation.
- LivePerson also covers AI support agent and business texting.

Genesys Cloud CX and LivePerson compared in full

Zendesk

2.4 GPA

Free trial · from $19/mo

Ticketing, messaging, help center and AI agents for support teams.

- Only Zendesk lists iOS and Android apps.
- Genesys Cloud CX also covers workflow automation, AI agents, whatsApp messaging and chatbots.
- Zendesk also covers help desk, live chat, help center and AI support agent.

Genesys Cloud CX and Zendesk compared in full

PART 06 · QUESTIONS

Quick answers

The questions people ask about it, each answered in a line or two

12

Questions, each answered in a line or two

The short version of everything above, for when you only need the answer. Each one is told in full in its part of the guide.

Is Genesys Cloud CX free?

No. Genesys Cloud CX is a paid product, starting at $75 per user / month, billed annually.

How much does Genesys Cloud CX cost?

Genesys Cloud CX lists 4 plans. Genesys Cloud CX 1: $75 per user / month, billed annually.

What platforms does Genesys Cloud CX work on?

Genesys Cloud CX is available on Web.

Does Genesys Cloud CX have an Android app?

No Android app was listed when its pages were read on Nov 13, 2026. Genesys Cloud CX is listed for Web.

Does Genesys Cloud CX have an iPhone app?

No iPhone app was listed when its pages were read on Nov 13, 2026. Genesys Cloud CX is listed for Web.

Is Genesys Cloud CX open source?

Genesys Cloud CX is not described as open source on its own site, as read on Nov 13, 2026.

What does Genesys Cloud CX integrate with?

Genesys Cloud CX's listing names WhatsApp, Facebook Messenger, Instagram, Apple Messages for Business and AppFoundry Marketplace.

Who makes Genesys Cloud CX?

Genesys Cloud CX is made by Genesys.

What are the alternatives to Genesys Cloud CX?

The closest alternatives to Genesys Cloud CX in our directory are NICE CXone, Five9, Talkdesk, LivePerson and Zendesk.

How does Genesys Cloud CX compare with other help desk and live chat tools?

Genesys Cloud CX's GPA of 1.8 is higher than 6 of the 92 other help desk and live chat tools we grade, and level with 19.

Is Genesys Cloud CX good value for money?

ToolGPA grades Genesys Cloud CX D for value for money. Its paid plans start at $75 a month for each person, against a middle price of $29 for the category: 63 of the 78 others that charge start lower.

Could I make my own version of Genesys Cloud CX?

To replace Genesys Cloud CX you would be making an AI agent, with the models and the safeguards behind it.

Where this guide comes from

The prices, plans, platforms and features were read from Genesys Cloud CX's own pages on Nov 13, 2026, and the grades were given on Nov 13, 2026. Graded from this listing, whose facts were read from Genesys Cloud CX's own pages on 13 November 2026. Not based on using the product, and shorter than our full reviews.

Every tool we list gets five grades, A to F, each with its reason, and a GPA that averages them. How each is decided is at toolgpa.com/grades. This guide is ToolGPA's own work; it is not made, paid for or approved by Genesys. Prices change, so check genesys.com before you buy.

genesys.com/pricing
genesys.com/capabilities/digital
genesys.com/genesys-cloud

About ToolGPA

Who made this guide, what else is on the site, and how to cite it

7,721
Tools graded, in 95 categories

ToolGPA grades software the way a school report grades a pupil: five subjects, a letter for each with the reason written beside it, and a GPA that averages them. Prices, plans and platforms are read from each maker's own pages and dated, so you always know how fresh a figure is.

Every grade, review and ranking on ToolGPA is our own judgement. No company can pay for a grade or change one. Every tool on the site has a guide like this one, free to download and pass on. It all lives at **toolgpa.com**.

7,721	95	739	579
tools graded	categories	price changes on record	apps priced in 12 countries

What else is on toolgpa.com

Genesys Cloud CX, kept up to date

Everything in this guide, with prices and grades as they are today

toolgpa.com/tools/genesys-cloud

How grades are given

The rules behind every letter and every GPA

toolgpa.com/grades

Value charts

What each tool costs against what it scores, for every category

toolgpa.com/charts

Compare

Any two tools side by side, plan by plan

toolgpa.com/compare

Price changes

Every price rise and cut on record, each with its source

toolgpa.com/price-changes

Prices by country

What apps cost on the App Store in 12 countries

toolgpa.com/prices-by-country

Pay less

Every public discount: yearly billing, students, nonprofits

toolgpa.com/save

Keep or make

Which tools are worth paying for, and which you could build yourself

toolgpa.com/keep-or-make

Scan for the live page

Prices and grades as they are today

Quoting this guide?

Please name ToolGPA and link to the live page, so readers can check the figures for themselves:

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ToolGPA, "Genesys Cloud CX: The Insider's
Guide", checked Nov 13, 2026.
https://toolgpa.com/tools/genesys-cloud
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Know someone choosing between help desk and live chat tools?

Send them this guide: toolgpa.com/tools/genesys-cloud/guide

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

The best-graded help desk and live chat tools after Genesys Cloud CX, each with an Insider's Guide of its own.

Help Desks & Live Chat Insider's Guide

Every one of the 93 help desk and live chat tools we grade, compared

Zoho Desk Insider's Guide

Low-cost ticketing help desk with a free plan for three users

3.4 GPA

Tidio Insider's Guide

Live chat, ticketing and the Lyro AI agent priced by conversations

3.2 GPA

ProProfs Live Chat Insider's Guide

Live chat with an AI agent, free for a single operator

3.0 GPA

ToolGPA

Choosing software? Every tool graded, every price dated.

Compare tools at toolgpa.com ›

Everything in this guide is ToolGPA's own summary of what Genesys Cloud CX's pages, its app-store listings and public reviews said on the dates shown. Grades are our judgement under the rules at toolgpa.com/grades. Every grade, review and ranking on ToolGPA is our own judgement. No company can pay for a grade or change one. Genesys Cloud CX is a trademark of its owner, and this guide is not made, paid for or approved by Genesys. Prices and plans change: check genesys.com before you buy.