Re-imagine how.

G-Cloud 10 - Price List

Amazon Connect by KCOM

23 May 2018

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Document Information

Document Issue

Date of Issue:	23rd May 2018
Document Title:	Amazon Connect by KCOM
Framework:	G-Cloud 10 - Price List

Version Control

Version	Release Details	Issued By	Review
Issue 1	First issue	Alex Castle-Mason	Graham Risely

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1 Introduction

This pricing document provides pricing information for Amazon Conect by KCOM service offerings included in the G-Cloud 10 framework catalogue.

2 Amazon Connect

Amazon Connect is a pay-as-you-go service. There are no required up-front payments, long-term commitments or minimum monthly fees. You pay by the minute for Amazon Connect usage plus any associated telephony services. Amazon Connect usage is determined by the minutes your end-customer is connected to the service. For telephony, you will select a direct inward dial (DID) phone number or toll-free phone number, and additional numbers can be added later. DID and toll-free phone numbers are charged on a per day basis, and there is a per minute charge for any calls based on the type of phone number for inbound calls, and the destination of outbound calls.

Amazon Connect offers DID and toll-free numbers in the US and more than 20 countries worldwide. To check for country specific pricing refer to the tables below. Taxes, surcharges and fees may also apply. For US customers, placing calls to countries outside of the US requires requesting a service limit increase.

2.1.1 AWS Free Usage Tier

As part of the AWS Free Tier, you can get started with Amazon Connect for free. After you deploy your initial Amazon Connect contact center, you receive 90 minutes per month of Amazon Connect service usage, a local direct inward dial (DID) number for the AWS region, 30 minutes per month of local (to the AWS region) inbound DID calls, 30 minutes per month of local (to the AWS region) outbound calls, and for US regions, a US toll-free number for use per month, and 30 minutes per month of US inbound toll-free calls.

2.1.2 Amazon Connect Service Pricing

Service usage	$0.018 per minute

2.1.3 Telephony Pricing Details

Telephony Pricing Details (EU Frankfurt)				
Claimed Phone Numbers Per Day (USD)		Per Minute Inbound Usage (USD)		
Country	Direct Inward Dial (DID)	Toll Free	Direct Inward Dial (DID)	Toll Free
Austria	$0.10	$0.48	$0.0041	$0.0414
Belgium	$0.10	$0.48	$0.0040	$0.0406
Czech Republic	$0.10	$0.48	$0.0050	$0.0360
Denmark	$0.10	$0.48	$0.0040	$0.0261
Finland	$0.10	$0.23	$0.0040	$0.0659
France	$0.10	$0.16	$0.0040	$0.0237
Germany	$0.10	$0.13	$0.0040	$0.0387
Greece	$0.10	$0.48	$0.0061	$0.0686
Ireland	$0.10	$0.32	$0.0040	$0.0686
Italy	$0.10	$0.32	$0.0040	$0.1281
Netherlands	$0.10	$0.48	$0.0040	$0.0544
Norway	$0.10	$0.48	$0.0040	$0.0359
Poland	$0.10	$0.48	$0.0050	$0.0555

Portugal	$0.10	$0.48	$0.0040	$0.0283
Slovakia	$0.10	$0.48	$0.0050	$0.1374
Spain	$0.10	$0.48	$0.0040	$0.0582
Sweden	$0.10	$0.48	$0.0040	$0.0399
Switzerland	$0.10	$0.48	$0.0040	$0.1490
United Kingdom	$0.10	$0.10	$0.0040	$0.0300
United States of America	$0.06	$0.06	$0.0040	$0.0137

Outbound Calls

Destination Country	Outbound Call Per Minute (USD)
Afghanistan	$0.6275
Albania	$0.6016
Algeria	$0.5812
American Samoa	$1.7356
Andorra	$0.2816
Angola	$0.4885
Anguilla	$0.6445
Antarctica	$2.3662
Antigua and Barbuda	$0.6333
Argentina	$0.2802
Armenia	$0.6214
Aruba	$0.6358
Ascension Island	$3.0703
Australia	$0.0571
Austria	$0.0447
Azerbaijan	$0.7029
Bahamas	$0.4768
Bahrain	$0.5428
Bangladesh	$0.4721
Barbados	$0.6374
Belarus	$0.5954
Belgium	$0.1434
Belize	$0.6517
Benin	$0.7204
Bermuda	$0.5420
Bhutan	$0.4907
Bolivia	$0.6237
Bosnia and Herzegovina	$0.5124
Botswana	$0.6535
Brazil	$0.1847
British Virgin Islands	$0.4380
Brunei Darussalam	$0.4735
Bulgaria	$0.2719

Burkina Faso	$0.7380
Burundi	$0.9264
Cambodia	$0.4927
Cameroon	$0.7039
Canada	$0.0168
Cape Verde	$1.0128
Cayman Islands	$0.6060
Central African Republic	$0.9176
Chad	$0.9721
Chile	$0.4612
China	$0.0411
Colombia	$0.2526
Comoros	$0.8661
Congo (the Democratic Republic of the)	$0.9807
Cook Islands	$2.3662
Costa Rica	$0.4463
Croatia	$0.2205
Czech Republic	$0.1189
Denmark	$0.0494
Djibouti	$0.8619
Dominica	$0.6316
Dominican Republic	$0.4621
East Timor	$1.8533
Ecuador	$0.5401
Egypt	$0.5124
El Salvador	$0.6176
Equatorial Guinea	$0.8743
Eritrea	$0.6636
Estonia	$0.2759
Ethiopia	$0.6767
Falkland Islands (Malvinas)	$2.3662
Faroe Islands	$0.5114
Fiji	$1.2107
Finland	$0.1308
France	$0.0484
French Guiana	$0.4604
French Polynesia	$1.2361
Gabon	$0.8139
Gambia	$0.8931
Georgia	$0.5506
Germany	$0.0120
Gibraltar	$0.3307
Greece	$0.1252
Greenland	$1.3490
Grenada	$0.6332
Guadeloupe	$0.4460
Guam	$1.1068

Guatemala	$0.5979
Guinea	$0.8678
Guinea-Bissau	$1.2879
Guyana	$0.6348
Haiti	$0.6777
Honduras	$0.6139
Hong Kong	$0.0428
Hungary	$0.0985
Iceland	$0.1928
Iraq	$0.8277
Ireland	$0.0699
Israel	$0.2462
Italy	$0.0407
Ivory Coast	$0.7522
Jamaica	$0.5279
Japan	$0.0837
Jordan	$0.5121
Kazakhstan	$0.4663
Kenya	$0.6308
Kiribati	$2.3662
Kuwait	$0.5601
Kyrgyzstan	$0.6279
Laos	$0.4001
Latvia	$0.2483
Lebanon	$0.5238
Lesotho	$0.8099
Liberia	$0.7835
Libya	$0.6357
Liechtenstein	$0.4150
Lithuania	$0.3428
Luxembourg	$0.1528
Macao	$0.4983
Macedonia	$0.5961
Madagascar	$1.0310
Malawi	$0.8767
Malaysia	$0.1980
Maldives	$2.0206
Mali	$0.7550
Malta	$0.1977
Marshall Islands	$1.2327
Mauritania	$0.9400
Mauritius	$0.6189
Mayotte	$0.5193
Mexico	$0.0442
Micronesia	$1.7034
Moldova	$1.0061
Monaco	$0.5619

Mongolia	$0.5608
Montenegro	$0.5414
Montserrat	$1.1179
Morocco	$0.6934
Mozambique	$0.6779
Myanmar	$0.5866
Namibia	$0.5821
Nauru	$2.3662
Nepal	$0.5245
Netherlands	$0.5902
Netherlands Antilles	$0.4072
New Caledonia	$1.1992
New Zealand	$0.1984
Nicaragua	$0.5843
Niger	$0.8664
Niue	$3.0703
Norfolk Island	$2.4802
Northern Mariana Islands	$1.6010
Norway	$0.0891
Oman	$0.6809
Pakistan	$0.4945
Palau	$1.7271
Palestinian Territory	$0.5301
Panama	$0.5913
Papua New Guinea	$1.4315
Paraguay	$0.4540
Peru	$0.4534
Philippines	$0.3443
Poland	$0.1217
Portugal	$0.2985
Puerto Rico	$0.1884
Qatar	$0.6221
Reunion	$1.0456
Romania	$0.0825
Russian Federation	$0.2104
Rwanda	$0.8136
Saint Helena	$2.9861
Saint Kitts and Nevis	$0.5340
Saint Lucia	$0.5350
Saint Pierre and Miquelon	$1.1909
Saint Vincent and Grenadines	$0.5350
Saint-Martin (French part)	$0.4792
Samoa	$1.0386
San Marino	$0.5670
Sao Tome and Principe	$2.3662
Saudi Arabia	$0.3838
Senegal	$0.6134

Serbia	$0.5707
Seychelles	$0.9984
Sierra Leone	$0.9052
Singapore	$0.1251
Slovakia	$0.1350
Slovenia	$0.3108
Solomon Islands	$2.0093
Somalia	$1.3467
South Africa	$0.1686
South Korea	$0.1326
South Sudan	$0.8237
Spain	$0.0743
Sri Lanka	$0.5367
Suriname	$0.6940
Swaziland	$0.6216
Sweden	$0.0494
Switzerland	$0.1144
Taiwan	$0.2511
Tajikistan	$0.6049
Tanzania	$0.6879
Thailand	$0.3503
Togo	$0.8380
Tokelau	$2.9861
Tonga	$1.7726
Trinidad and Tobago	$0.5057
Tunisia	$0.8742
Turkey	$0.2276
Turkmenistan	$0.5876
Turks and Caicos Islands	$0.6254
Tuvalu	$2.3662
Uganda	$0.8448
Ukraine	$0.3923
United Arab Emirates	$0.3741
United Kingdom	$0.0158
United States of America	$0.0142
Uruguay	$0.5005
Uzbekistan	$0.5551
Vanuatu	$1.9053
Vietnam	$0.4984
Virgin Islands	$0.4330
Yemen	$0.6113
Zambia	$0.7611
Zimbabwe	$0.6847

3 eGain Solve

eGain Solve for Amazon Connect, based on the AWS public-cloud infrastructure, powers connected, easy customer experience across all touchpoints. Its digital-first, omnichannel advisor desktop is powered by Artificial Intelligence (AI), knowledge, and analytics, including virtual assistance, through Amazon Alexa. The solution delivers transformational business value, including:

•Agent time to competency improvement up to 75 percent

•NPS (Net Promoter Score) improvement up to 20 points

•FCR (First-Contact Resolution) improvement up to 25 percent

•Self-service deflection up to 60 percent

Amazon Connect is based on technology used by Amazon associates around the world to serve and delight hundreds of millions of customers. The smooth integration of eGain Solve and Amazon Connect makes it super-easy for businesses to deliver omnichannel service that is cost-effective, reliable, and scalable.

3.1 Products and Consumption

Product pricing for Customers on eGain Version 15.5 and later only.

CATEGORY	Product(s)	Product(s) (Price Config Only)	Consumption Unit (CU)	Monly Price Per
AGENT APP	Knowledge+AI	Knowledge+AI - Named User	Named User	$ 94.29
AGENT APP	Knowledge+AI	Knowledge+AI - Concurrent User	Concurrent User	$ 141.43
AGENT APP	CallTrack	CallTrack - Named User	Named User	$ 94.29
AGENT APP	CallTrack	CallTrack - Concurrent User	Concurrent User	$ 141.43
AGENT APP	Mail+Social (Includes Social Agent and Social Monitoring)	Mail+Social (Includes Social Agent and Social Monitoring) - Named User	Named User	$ 94.29
AGENT APP	Mail+Social (Includes Social Agent and Social Monitoring)	Mail+Social (Includes Social Agent and Social Monitoring) - Concurrent User	Concurrent User	$ 141.43
AGENT APP	SuperChat (Includes Text Chat, Proactive Chat, Video Chat & Click to Call)	SuperChat (Includes Text Chat, Proactive Chat, Video Chat & Click to Call) - Named User	Named User	$ 94.29
AGENT APP	SuperChat (Includes Text Chat, Proactive Chat, Video Chat & Click to Call)	SuperChat (Includes Text Chat, Proactive Chat, Video Chat & Click to Call) - Concurrent User	Concurrent User	$ 141.43
AGENT APP	Cobrowse	Cobrowse - Named User	Named User	$ 94.29
AGENT BUNDLE	Advisor Desktop (Includes CallTrack, Knowledge+AI, Mail+Social, SuperChat, & Cobrowse)	Advisor Desktop (Includes CallTrack, Knowledge+AI, Mail+Social, SuperChat, & Cobrowse) - Named User	Named User	$ 189.52
AGENT BUNDLE	Advisor Desktop (Includes CallTrack, Knowledge+AI, Mail+Social, SuperChat, & Cobrowse)	Advisor Desktop (Includes CallTrack, Knowledge+AI, Mail+Social, SuperChat, & Cobrowse) - Concurrent User	Concurrent User	$ 284.29
SELF-SERVICE APP	SelfService+AI (Includes Knowledge Base, Guided Help, Virtual Assistant, Knowledge Widgets)	SelfService+AI (Includes Knowledge Base, Guided Help, Virtual Assistant, Knowledge Widgets) - SelfService Sessions - Sold in blocks of 1,000	SelfService Sessions	$ 141.43
SELF-SERVICE APP	Secure Messaging (Needs Mail+Social for agent-side processing)	Secure Messaging (Needs Mail+Social for agent-side processing) - SelfService Sessions - Sold in blocks of 1,000	SelfService Sessions	$ 141.43
SELF-SERVICE APP	Notify	Notify - Messages - Sold in blocks of 10,000	Messages	$ 141.43
SELF-SERVICE APP	Offers (FKA Content Offers)	Offers (FKA Content Offers) - Presented Content Offers - Sold in blocks of 10,000	Presented Content Offers	$ 141.43
OPERATIONAL APP	Operational Analytics (FKA VIM)	Operational Analytics (FKA VIM) - Reported Agents	Concurrent User	$ 70.00
OPERATIONAL APP	Operational Analytics (FKA VIM)	Operational Analytics (FKA VIM) - IVR Port	IVR Port	$ 70.00
OPERATIONAL APP	Operational Analytics (FKA VIM)	Operational Analytics (FKA VIM) - Enterprise Endpoints (Devices) - Sold in blocks of 10	Enterprise Endpoints (Devices)	$ 7.14
VOLUME USAGE ADD ON	Callback Minutes (for ClickToCall)	Callback Minutes (for ClickToCall) - Call Minutes - Sold in blocks of 1,000	Call Minutes	$ 141.43
VOLUME USAGE ADD ON	Video Chat Minutes	Video Chat Minutes - Video Minutes - Sold in blocks of 500	Video Minutes	$ 141.43
VOLUME USAGE ADD ON	OneTag Storage	OneTag Storage - Stored Events - Sold in blocks of 1,000,000	Stored Events	$ 141.43
VOLUME USAGE ADD ON	Fax into/out of eGain platform	Fax into/out of eGain platform - Fax Pages - Sold in blocks of 1,000	Fax Pages	$ 141.43
VOLUME USAGE ADD ON	SMS messages into/out of eGain platform	SMS messages into/out of eGain platform - SMS Messages - Sold in blocks of 1,000	SMS Messages	$ 141.43
PRODUCT SUPPORT	Standard Support	8 X 5 Technical Support (Email and Support Portal)	Per Order Form Purchase	No charge
PRODUCT SUPPORT	Premier Support	24 X 7 Technical Support (Phone, Chat, Email, and Support Portal)	Per Order Form Purchase	15% of product purchase
PRODUCT SUPPORT	Proactive Support	24 X 7 Technical Support (Phone, Chat, Email, and Support Portal) + Remote System Maintenance + Remote Analytics Support	Per Order Form Purchase	30% of product purchase

Quick Value Services (QVS)	Availability in countries (Remote)	Availability in countries (On-site)	Language	Minimum Purchase Amount for Delivery	Unit Pricing
Agile Implementation Service (FKA PS)	Remote: WW	On-site: US, Canada, UK, Europe	English	8 hours	$ 2,285.71
System Maintenance Service (On-Site)	N/A	On-site: US, Canada, UK, Europe	English	6 months	$ 142,857.14
Knowledge Management Service (On-site)	N/A	On-site: US, Canada, UK, Europe	English	6 months	$ 142,857.14
Analytics Support Service (On-site)	N/A	On-site: US, Canada, UK, Europe	English	6 months	$ 142,857.14
System Maintenance (Remote)	Remote: WW	On-site: US, Canada, UK, Europe	English	6 months	$ 71,428.57
Knowledge Management Service (Remote)	Remote: WW	On-site: US, Canada, UK, Europe	English	6 months	$ 71,428.57
Analytics Support (Remote)	Remote: WW	On-site: US, Canada, UK, Europe	English	6 months	$ 71,428.57
Digital Transformation (DT) Service	Remote: WW	On-site: US, Canada, UK, Europe	English	2 days	$ 6,857.14
Custom Training Service	Remote: WW	On-site: US, Canada, UK, Europe	English	8 hours	$ 2,857.14

4 KCOM Professional Services Pricing

Where customer requires additional activities to design, deploy, configure or support the solution, these are priced based on the number of days and roles required.

Role	Strategy & Architecture	Business Change	Solution Development & Implementation	Service Management	Procurement & Management Support	Client Interface
Follow			£400	£400	£400	£400
Assist	£550	£550	£550	£550	£550	£550
Apply	£695	£695	£695	£695	£695	£695
Enable	£895	£800	£800	£800	£800	£800
Ensure/Advise	£975	£925	£925	£925	£925	£925
Initiate/Influence	£1,250	£1,250	£1,250	£1,250	£1,250	£1,250
Set Strategy/Inspire	£1,500	£1,500	£1,500	£1,500	£1,500	£1,500

5 Notes on Pricing

1) All charges shown are per Consultant per Working Day
2) Consultant's Working Day – 8 hours exclusive of travel and lunch
3) Working Week – Monday to Friday excluding national holidays
4) Office Hours - 09:00 – 17:00 Monday to Friday
5) Travel and Subsistence – Included in day rate within M25. Payable at department's standard T&S rates outside M25.
6) Mileage – As above
7) Professional Indemnity Insurance – included in day rate
8) All roles are as described in the SFIA Rate Card
9) All charges are in GBP. All invoices will be in GBP
10) All charges shown are exclusive of VAT which will be added to invoices at the applicable rate when the invoice is issued
11) KCOM is able to tailor proposals according to specific client requirements and are able to offer Volume Discounts, Combination Discounts and Special Pricing
12) Volume discounted and combination pricing on a case-by-case basis