Pricing for CX100 platform

May 2018

Cloud Suite – Pricing

Turn-key Cloud Contact Center Solution

- Includes installation, management, operation and delivery of the platform to the customer, including hardware, software and associated support

- Initial configuration of call flows, IVR, and agent provisioning

- Agent and manager web interfaces with softphone for contact center operations staff

- Self-service administrator portal

Excluded:

- Handsets and local gateways

- On-site Professional services

- Telecom, bandwidth charges

Services Overview	
Included Features	Available Professional Services
✓ Account activations & terminations ✓ Provisioning and onboarding ✓ Move, add, changes ✓ Add new skills ✓ Speed dials updates / changes ✓ Update IVR with new recordings ✓ New telephony only implementations ✓ New VDN ✓ Create and edit call flows and IVR menus	o Advanced customer experience quality monitoring and reporting delivery service o Complex configuration services o On-premise implementation services o Custom integration and/or application development services o Data and systems migration services o Cloud service architect services o Upgrade rollout services when extensive change expected o Customer workforce training and training development services o Program management services

Cloud Suite – Profiles

		Voice Select	Omni Channel	Premier Omni Channel	Digital Select	Premier Digital
Contact Handling	Skills-based routing	✔	✔	✔	✔	✔
	Omni channel routing	-	✔	✔	✔	✔
	Visual call flow	✔	✔	✔	✔	✔
	Softphone	✔	✔	✔	-	-
	Omni channel desktop	-	✔	✔	✔	✔
	Dynamic agent scripting	✔	✔	✔	✔	✔
Omni Channel	Web chat, Email, SMS	-	✔	✔	Any 1 channel	✔
	Social messengers	-	✔	✔	-	✔
	Video	-	-	✔	-	✔
	Mobile engagement	-	✔	✔	✔	✔
Reporting	Realtime & historical	✔	✔	✔	✔	✔
	Customized reports with delivery automation	✔	✔	✔	✔	✔
	Omnichannel reporting	-	✔	✔	✔	✔
Automation	IVR	✔	✔	✔	-	-
	Outbound (predictive, preview, progressive, manual)	✔	✔	✔	-	-
	Virtual hold / callback queue	✔	✔	✔	-	-
	AI powered chatbot integration	✔	✔	✔	✔	✔
WFO	Recording, grading, surveys	✔	✔	✔	✔	✔
	Realtime supervision, campaigns, wallboards	✔	✔	✔	✔	✔
	Pre-built workforce management (WFM) Integration*	+	+	✔	+	+
	Screen recordings	+	+	✔	+	+
	Screen monitoring	+	+	✔	+	+
	Advanced scorecards	+	+	✔	+	+
Platform	Data capture APIs	✔	✔	✔	✔	✔
	Pre-built CRM integrations	+	+	✔	+	+
	Security, compliance, metering	✔	✔	✔	✔	✔
Concurrent agent / month		£60	£80	£110	£25	£45

+ Optional feature available for additional fee

Cloud Suite – Options

Features	Unit	Price GBP
Workforce management (WFM)	Per named agent / month	£23
Screen recording	Per concurrent agent / month	£15
Screen monitoring	Per concurrent agent / month	£15
CRM integration	Per named agent / month	£8
Back office IP station (voice + voicemail)	Per named Agent / month	£8
@Home agent VDI	Per concurrent agent / month	£50

* Additional Fee

One Time Set-Up Fees

- **Onboarding fee**

  - Based on statement of work (SOW) after an initial discovery workshop at no charge to customer and is a function of number of sites and agents to be migrated and/or on boarded with variable levels of complexity

- **Onboarding services typically include:**

  - Detailed discovery and design workshop

  - Configuration and customization to customer requirements (e.g. deployment of skills, extensions and VDN)

  - Simple call flow set-ups

  - Setup and provisioning of agents

  - Agent and supervisor training

  - Administration mentoring and knowledge transfer

  - Project management

- **Other professional services fee**

  - To be estimated based on further discovery per site and clients
  - Onboarding and professional services costs would vary depending upon the requirements, complexity, trunk providers, configurations, call flows, custom integrations etc. pending detailed discovery and SOW for each client and site