

**G Cloud 14 Framework Lot 2 and Lot 3 Pricing -
Amillan Cirrus Cloud Services and Support**

Core Services	Measure	Monthly Subscription Price	One off Setup Pricing	Note
Access Agent (3000 Mins) - per licence	per licence per month	£71.25		<p>Includes 3000 minutes per licence per full month (pro rata for a part month), inbound and outbound, Including IVR and queue time. Agent minutes are aggregated to provide a monthly allowance. The following outbound destinations are included:</p> <ul style="list-style-type: none"> - UK - 01 / 02 / 03 - Major mobiles - O2, Vodafone, EE, 3 (FM1, FM3, FM4, FM5, FM6) <p>If a customer exceeds the total usage pool allowed in any given month, minutes above the monthly allowance are charged at £0.00778 per minute. Rate card is available by application</p>
Manage Agent (3000 Mins) - per licence	per licence per month	£83.75		<p>Includes 3000 minutes per licence per full month (pro rata for a part month), inbound and outbound, Including IVR and queue time. Agent minutes are aggregated to provide a monthly allowance. The following outbound destinations are included:</p> <ul style="list-style-type: none"> - UK - 01 / 02 / 03 - Major mobiles - O2, Vodafone, EE, 3 (FM1, FM3, FM4, FM5, FM6) <p>If a customer exceeds the total usage pool allowed in any given month, minutes above the monthly allowance are charged at £0.00922 per minute. Rate card is available by application</p>
Engage Agent (3000 Mins) - per licence	per licence per month	£108.75		<p>Includes 3000 minutes per licence per full month (pro rata for a part month), inbound and outbound, Including IVR and queue time. Agent minutes are aggregated to provide a monthly allowance. The following outbound destinations are included:</p> <ul style="list-style-type: none"> - UK - 01 / 02 / 03 - Major mobiles - O2, Vodafone, EE, 3 (FM1, FM3, FM4, FM5, FM6) <p>If a customer exceeds the total usage pool allowed in any given month, minutes above the monthly allowance are charged at £0.01222 per minute. Rate card is available by application</p>

Voice Agent (3000 Mins) - per licence	per licence per month	£61.25		Includes 3000 minutes per licence per full month (pro rata for a part month), inbound and outbound, Including IVR and queue time. Agent minutes are aggregated to provide a monthly allowance. The following outbound destinations are included: - UK - 01 / 02 / 03 - Major mobiles - O2, Vodafone, EE, 3 (FM1, FM3, FM4, FM5, FM6) If a customer exceeds the total usage pool allowed in any given month, minutes above the monthly allowance are charged at £0.00711 per minute. Rate card is available by application
Supervisor Uplift - per licence	per licence per month	£9.06		Uplift license; requires a corresponding agent licence
Admin - per licence	per licence per month	£15.00		
Wallboard - per licence	per licence per month	£62.50		
Call Recording Storage (additional months)	per licence per month	£6.25		Provides additional call recording storage beyond allowances within voice bundle licenses
Support - per licence	per licence per month	£6.25		
PCI Pro Card Payments - per licence	per licence per month	£98.75	£1,250	PCI Pro Card Payments charged at £0.0030p per minute and £0.1811p per transaction to Payment Service Provider
Optional Services	Measure	Monthly Subscription Price	One off Setup Pricing	Note
Email Agent - per licence	per licence per month	£21.25		
SMS Agent - per licence	per licence per month	£15.00		Outbound SMS charged at £0.0302p per message.
Webchat Agent - per licence	per licence per month	£15.00		
Facebook Agent - per licence	per licence per month	£15.00		

Instagram Agent - per licence	per licence per month	£15.00		
WhatsApp Agent - per licence	per licence per month	£15.00		WhatsApp usage is charged as follows: Utility Conversation - £0.0319 Authentication - £0.0288 Service - £0.0311 Marketing - £0.0566
Online Reviews Bundle - per licence	per licence per month	£30.00		
Back Office Licence (500 minutes) - per licence	per licence per month	£9.38		Usage over specified amount charged at £0.00778 per minute.
CRM (3000 Mins) - per licence	per licence per month	£57.00		Includes 1m contacts. Usage over specified amount charged at £0.00422 per minute.
Ticketing - per licence	per licence per month	£12.50		
Agent Assist (3000 Mins) - per licence	per licence per month	£165.00		Usage over specified amount charged at £0.044 per minute.
Outbound Campaign Management - per licence	per licence per month	£12.50		
Video - per platform	per licence per month	£1,630.00		Includes 10 video agent licences. Storage of video files charged at £0.9011p per gigabyte (approx. 60 minutes = 1gb)
Video Agent (additional agent above 10) - per licence	per licence per month	£105.63		Storage of video files charged at £0.9011p per gigabyte (approx. 60 minutes = 1gb)
Application Connector (Bespoke API) - per agent	per licence per month	£37.50		Usage over specified amount charged at £0.00222 per minute.
Screen Recording - per licence	per licence per month	£15.88		3000 minutes per agent per month based on a single screen. Usage over specified amount charged at £0.0042 per minute.
CAI (Conversational AI) - per platform	per instance per month	£1,125.00	£1,875.00	Usage charged at £0.16 per interaction.
CAI+ - per platform	per instance per month	£1,450.00	£1,875.00	Requires corresponding actions bundle
Quality Monitoring (3000 Mins) - per licence	per licence per month	£21.19		Usage over specified amount charged at £0.0057 per minute.

Quality Analytics (3000 Mins) - per licence	per licence per month	£57.06		Usage over specified amount charged at £0.0152 per minute.
Workforce Management (WFM) - per licence	per licence per month	£16.25		
eLearning Centre - per licence	per licence per month	£11.88		
WFM Connector - per licence	per licence per month	£12.50		Usage over specified amount charged at £0.00131 per minute.
Link Pay+	per transaction	£0.56		
CAI+ - Bundle - 10k requests	per instance per month	£1,125.00		Usage over specified amount charged at £0.032 per action.
Playvox Workforce Management - per user	per licence per month	£33.33	£17,071.25	
CallMiner Conversation Analytics - per hour	per unit per hour	£3.16	£8,928.75	Minimum 250 hours
Optional Services	Measure	Monthly Subscription Price	One off Setup Pricing	Note
Project Manager (days)	per unit per day		£1,000.00	
Service Delivery Consultant (days)	per unit per day		£1,000.00	
Remote User Training (days)	per unit per day		£1,562.50	
CAI+ Consultancy (days)	per unit per day		£1,000.00	
Go Live Support (days)	per unit per day		£1,000.00	
Ad-hoc PS charge - 1 Hour (In Hours)	per unit per hour		£225.00	
Ad-hoc PS charge - 1 Hour (Out of hours)	per unit per hour		£400.00	

