

AI Customer service agent rate card

Pricing Plans

AI Voice Agent £49.00	AI Email Agent £39.00	AI Chat Agent £29.00
AI agent that talks to you via SIP & WebRTC	AI agent that can handle Outlook and Gmail responses	Website & social chat agent
✓ Agent management platform	✓ AI agent management platform	✓ AI agent management platform
✓ Metered calls - inbound £0.04 pm outbound £0.01-0.03	✓ Knowledge store - 5Gb pm	✓ Knowledge store - 5Gb pm
✓ Hostcomm telephone & ticket support	✓ Metered LLM processing £0.035 / 750 words	✓ Metered LLM processing £0.035 / 750 words
✓ Account manager support	✓ Hostcomm telephone & ticket support	✓ Hostcomm telephone and ticket support
✓ SIP trunk, numbers, outbound	✓ Account manager support	✓ Account manager support

What You Get

Feature	Voice Agent	Email Agent	Chat Agent
Web console for agent management	✓	✓	✓
Conversation triage, reports and CX analytics	✓	✓	✓
Apply custom analysis prompts to all channels	✓	✓	✓
Create agent knowledge store with docs, Q&A pairs, bulk email uploads, PDFs	✓	✓	✓
Import your PBX recordings automatically for transcription & analysis	✓	✓	✓
Integration using API	✓	✓	✓
Best of breed LLMs - GPT, Claude, Llama, Gemini	✓	✓	✓

Feature	Voice Agent	Email Agent	Chat Agent
Custom development for function calling - python, typescript	✓	✓	✓
UK GDPR compliance	✓	✓	✓
AWS server hosting	✓	✓	✓
PII redaction pre LLM upload	✓	✓	✓
Multi-language conversations	✓	✓	✓
Custom LLM prompts	✓	✓	✓
Function calling	✓	✓	✓
Long term memory - vector & GraphRAG	✓	✓	✓
Automated, agent assisted learning	✓	✓	✓
Transcription of all conversations	✓	✓	✓
Outbound campaigns with dialler	✓	-	-
VoIP lines and phone numbers	✓	-	-
WebRTC web client for voice, chat & video	✓	-	-
Choice of voices for regions	✓	-	-
PCI DSS payments via Stripe, Sage, Barclays, Adyen	✓	-	-