



Verint Text Analytics

G-Cloud 14 Pricing

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Verint Text Analytics

SaaS Pricing

SaaS Pricing is on a Named User basis per annum and a Kilo Text Message basis (volume) that includes costs associated with hosting, maintenance & support. There is no restriction, other than the availability of internet connectivity in the location of end users accessing the software through the managed cloud service. Named users can be disabled where necessary when a user leaves. The SaaS licence then becomes available for assignment to a new user. Historical data relating to the original named user will be maintained.

These fees are exclusive of VAT and based upon the number of SaaS users per order. All prices are in Pounds Sterling and exclusive of VAT. Terms and Conditions apply, see separate MSA. All prices are based on payment annually in advance.

Software Component	Charge	Price Per Year	Unit
Verint Interaction Analytics - Text - SaaS	Annual Upfront	£481.56	Named Employee
Verint Interaction Analytics - Text (Volume Based) - SaaS	Annual Upfront	£32.10	Kilo Transcription Minutes
Verint Interaction Analytics - Text (Hybrid) - SaaS	Annual Upfront	£481.56	Named Employee
Verint Interaction Analytics - Text (Volume Based) (Hybrid) - SaaS	Annual Upfront	£32.10	Kilo Transcription Minutes

It should be noted that additional optional SaaS items are available – pricing can be provided on request.

Additional SaaS options are available for hybrid cloud where some solution components reside on-premise and some elements reside in the cloud. Pricing for these options can be provided on request.

Key Assumptions

- Minimum Order Term: 24 months.
- Service level agreement: The service level and availability are set out via <https://help.puzzel.com/announcements/service-level-agreement-for-puzzel>
- Volume-Based usage: Supplier's offering is not volume based but has a minimum number of users fixed for the term with the exception of contractually provided Overages as will be documented in the final Supplier Terms.
- Exit Plan: Generic exit offering is available for all customers - to be discussed as part of the process.
- Buyer Data/Processing of Data: Due to the nature of the Services Buyer data shall be processed in line with Supplier's data processing addendum part of Supplier Terms.

Customer Support Packages

Puzzel's Support function allows you to benefit from extensive self-help but when needed you can gain immediate access to a technically proficient support team. There are four levels of remote support available to you today:

- Basic
- Standard
- Premium
- Elite

Standard, Premium and Elite are all available for a fee and include access to Service Credits. The following table details the different tiers of support and additional pricing of each package available:

Support Level	Basic	Standard	Premium	Elite
Support Hours	UK Business Hours (Monday to Friday)	UK Business Hours (Monday to Friday)	UK Business start up until 9pm (Monday to Friday)	24/7 (Monday to Sunday)
Ticket Access	Ticket via Help Portal	Ticket via Help Portal	Ticket via Help Portal	Ticket via Help Portal
Phone Support	Not Available	Not Available	Phone Support (Business Hours) Emergency Support (Extended Hours)	Phone Support (Business Hours) Emergency Support (24/7)

Support Level	Basic	Standard	Premium	Elite
Webchat	Web Chat Available	Web Chat Available	Web Chat Available	Web Chat Available
Self-Service	Puzzel Help Portal	Puzzel Help Portal	Puzzel Help Portal	Puzzel Help Portal
Uptime Status	Puzzel Status Page	Puzzel Status Page	Puzzel Status Page	Puzzel Status Page
Price	Free of Charge	5% of all annual recurring charges	7% of all annual recurring charges	10% of all annual recurring charges
Service Credits	Not Included	Included	Included	Included

For those customers who require additional support or desire a named support contact, we offer options to add to your support package and give you additional convenience and efficiency through the following:

Named Service Manager – A dedicated individual alongside your Key Account Manager, this individual will deliver Monthly Service Reviews, Extended Service Level Reporting and will act as your single Point of Contact for Support Escalations.
Price – £7,700.00 per year.

Extended Service Level Reporting – If you desire additional reporting but do not require the convenience of a Service Manager, we can offer the Extended Service Level Reporting on its own. This is priced per report. This reporting includes:

- Puzzel Platform Availability.
- Tickets Raised.
- Ticket Volumes and SLA Achievement over time.
- Price – £120.00 per report

Initial Implementation

Initial one-off setup and implementation costs are based upon discovery.
Puzzel project management, consultation, set-up, and training fees will typically include all the following activities for customers:

- **Detailed Design Workshop** with dedicated Verint specialists
- **Completed Service Description Document** and other documentation.
- **Build and testing of the solution** ready for testing.
- **Initial configuration** of Verint WFM, system, and users.
- **Training** for Schedulers / Team Leaders as necessary.
- **Virtual / On-site Go-live support** including Floor Walkers (if desired).

Ratecard

Project management, design and initial configuration will be charged at £1,600.00 per day with effort estimation based upon the level of features, integrations, and add-ons desired. Additional Professional Services including change requests can be purchased at any time also for £1,600.00 per day. Floor Walking service on Go-Live is chargeable at £1,600.00 per day.

Training

Training includes a range of mandatory and optional courses to aid in the adoption of your chosen services, as well as access to the Verint Learning Management System (LMS) for on-demand online training.

Training and consultancy will be sized based on the requested service and charged at £1,600.00 per day.

Training costs for in-person sessions do not include reasonable travel costs which may be charged to each buyer.