

Service Pricing

Item	Description	Cost
Private Cloud – Cisco UCCX	Standard Agent - Per concurrent user requiring Enhanced Agent (voice) capability	£357.94
	Premium Agent/Supervisor - Per concurrent user requiring Premium Agent (omnichannel) or Supervisor capability	£496.25
Webex Contact Centre	Standard Agent - Per concurrent user requiring Enhanced (voice) capability	£841.99
	Premium Agent - Per concurrent named user requiring Premium agent (omnichannel) capability	£1244.67
	Additional IVR Port	£512.46
	AI Assistant Bundle	£219.69
	AI Agent Bundle	£732.16
	WhatsApp Provisioning Fee per number	£920.28
	Digital Channels – per session	£0.06
Call Recording / WFO / WFM	Eleveo 1 - Search & replay, lifecycle management, compliance and security for calls. (SaaS) - per user	£126.00

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	Eleveo 2 - Quality Management, dashboards and reports, search & replay, lifecycle management, compliance and security, conversation tagging. (SaaS) - per user	£252.00
	Eleveo 3 - Quality Management, Screen Capture, omnichannel conversations, dashboards and reports, search & replay, lifecycle management, compliance and security, conversation tagging. (SaaS) - per user	£297.00
	Eleveo 4 - Quality Management, Screen Capture, Workforce Management, omnichannel conversations, dashboards and reports, search & replay, lifecycle management, compliance and security, conversation tagging. (SaaS) - per user	£405.00
	Eleveo 5 - Automated Quality Management, Screen Capture, Speech Analytics, omnichannel conversations, dashboards and reports, search & replay, lifecycle management, compliance and security, conversation tagging. (SaaS) - per user	£405.00
	Eleveo 6 - Automated Quality Management, Screen Capture, Speech Analytics, Workforce Management, omnichannel conversations, dashboards and reports, search & replay, lifecycle management, compliance and security, conversation tagging. (SaaS) - per user	£495.00
	Eleveo 7 - Call Recording, Automated Quality Management, Screen Capture, Speech Analytics, AI for Speech Analytics, omnichannel conversations, dashboards and reports, search & replay, lifecycle management, compliance and security, conversation tagging. (SaaS) - per user	£495.00
	Eleveo 8 - Call Recording, Automated Quality Management, Screen Capture, Speech Analytics, Workforce Management, AI for Speech Analytics, omnichannel conversations, dashboards and reports, search & replay, lifecycle management, compliance and security, conversation tagging. (SaaS) - per user	£540.00

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	Eleveo Workforce Management: Multi-Channel Forecasting, Auto "AI" Scheduling (multi-skill, multi-channel), Schedule Adherence (interactive report), Real-Time Adherence with push notifications, Agent Portal (schedule view, sync with native iOS/Android calendars), Automatic & Manual data import - per user	£108.00
SIP	Per Channel Per Year	£78.00
Teleware	ConnectPro – Agent/Supervisor/Admin for Microsoft Teams - Per user	£384.00
	ConnectPro – Power App Integration - Per user	£54.00
	ConnectPro – Trunk Side Recording - Per user	£66.00
	ConnectPro – Agent Recording - Per user	£66.00
	ConnectPro – Wallboard	£180.00
	ConnectPro - Agent Assist - PAYG - No Minute Bundle - Per minute	£0.0749
	ConnectPro - Agent Assist (Per Agent) - 60 Minute Bundle - Per user	£54.00
	ConnectPro - Agent Assist (Per Tenant) - 1000 Minute Bundle - Per tenant	£798.00
	ConnectPro - Agent Assist (Per Tenant) - 5000 Minute Bundle - Per tenant	£3,960.00

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	ConnectPro - Agent Assist (Per Tenant) - 10000 Minute Bundle - Per tenant	£7,854.00
	ConnectPro - Agent Assist (Per Tenant) - 25000 Minute Bundle - Per tenant	£19,440.00
	ConnectPro - Agent Assist (Per Tenant) - 50000 Minute Bundle	£37,860.00
	ConnectPro - Agent Assist (Per Tenant) - 75000 Minute Bundle	£56,520.00
	ConnectPro - Agent Assist (Per Tenant) - 100000 Minute Bundle	£77,100.00
	ConnectPro Chat - WhatsApp (Per Chat Application)	£1,020.00
	ConnectPro Chat - Live Chat (Per Chat Application)	£1,020.00
	ConnectPro Chat- SMS (Per Chat Application)	£1,020.00
	ConnectPro Chat - Facebook Messenger (Per Chat Application)	£1,020.00
	Teams Dialler for Salesforce – User Licence	£180.00
	Teams Dialler for Salesforce Set-Up	£340.00
	Audio Recording Licence (Per User)	£114.00
	Video & Screenshare Recording Licence (Per User)	£86.40
	Web PCI - Licence (Per User)	£34.56

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Netcall	Additional Azure Storage (Per 1TB)	£720.00
	Compliant Recording – Install and Configuration	£600.00
	Call Quality Measurement Licence (Per User)	£17.28
	Liberty Converse - Digital Edition - 10 Concurrent Agents	£5,400.00
	Liberty Converse - Voice Edition - 10 Concurrent Agents	£6,600.00
	Liberty Converse - Digital and Voice Edition - 10 Concurrent Agents	£7,800.00
	Digital Edition - Additional Agent	£540.00
	Voice Edition - Additional Agent	£660.00
	Digital & Voice Edition - Additional Agent	£780.00
	Speech Recognition for Voice Virtual Agents (100 hours per month)	£2,160.00
	Additional Liberty Voice Connections (per licence)	£84.00
	Agent Evaluation - per agent	£60.00
	Screen Recording (including 5GB storage) - Per agent	£60.00
	Surveys - per agent	£60.00

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	Transcriptions (including 5 hours of transcriptions) - Per agent	£60.00
	Workforce Management and third-party WFM integrations - Per agent	£60.00
	Video Assist (includes 5 hours of video - Digital and Voice Edition Agents only) - Per agent	£45.00
	Liberty AI (includes 1,000 AI Units) - Per agent	£60.00
	Liberty AI Agent Assist - per Agent	£60.00
	Liberty AI Units - 250,000 per month	£5,700.00
	Extra 50,000 Digital Messages per month	£840.00
	Extra 1 million TTS characters per month	£780.00
	Extra 100 Transcription hours per month	£1,200.00
	Extra 100 Video Assist hours per month	£900.00
	Extra 50,000 Liberty AI Units per month	£1,140.00
	Extra 100 Speech Recognition hours for Voice Virtual Agents per month	£2,160.00
	Extra Storage (per 100GB) per month	£240.00

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Professional Services

Item	Description	Day Rate
Cinos Professional Services Regular Hours: 08:00 – 18:00 Monday to Friday excl. Bank Holidays OOH: All other times.	Lead Consultant Architect	£1600.00
	Solution Architect	£1200.00
	Solution Architect OOH	£1800.00
	Provisioning Engineer	£800.00
	Provisioning Engineer OOH	£1200.00
	Project Management	£1000.00
	Project Management OOH	£1500.00
	Project Coordination	£500.00
	Project Coordination OOH	£750.00

Support and Managed Services

Item	Description	Token Cost
Cinos Support Managed Service	Support Token	£100 per Token

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Pricing Commentary

All potential buyers will be entitled to free of charge business engagement and discovery to understand your requirement, and on completion of this engagement, will be provided with a quote in line with your specific requirements. Pricing presented is based on the maximum charges applicable, and in the instance of Cinos being invited to a competitive selection process, all Buyers may benefit from additional discounts based on their specific requirements.

If taking the Cisco option, all capital costs within our service may be OPEX optimised through using Cisco Finance.

For further information please contact bids@cinos.co.uk.

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