

Pricing

Secure Payments Platform

Including Agent Assisted Payments (CallGuard), Pay by Link, Secure Digital Payments (ChatGuard)

Set-up and Configuration			
	Capex	Opex	Notes
Consultation	FOC		
Set-up	£10,000.00		Includes standard integration options and use of existing PSP
New PSP integration	£2,000.00		
Custom integration	£10,000.00		Price includes 15 days Professional Services. For complex integrations additional PS days may be required.
Additional Professional Services (day rate)	£900.00		

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Secure Payments Platform

Including Agent Assisted Payments (CallGuard), Pay by Link, Secure Digital Payments (ChatGuard)

Licencing			
Licence per Month	Capex	Opex	Notes
20 - 49		£45.00	Minimum number of 20 licences
50 - 100		£30.00	Minimum number of 50 licences
101 - 250		£25.00	Minimum number of 101 licences
251 - 500		£20.00	Minimum number of 251 licences
501 - 1000		£18.00	Minimum number of 501 licences
1001+		£17.00	Minimum number of 1001 licences
<i>Licence refers to a single named user of the product, shared user licences can be purchased at a 50% uplift in listed prices. Discounted licencing available when purchasing multiple products.</i>			

Pricing

Secure Call Recording

Set-up and Configuration			
	Capex	Opex	Notes
Consultation	FOC		
Set-up	FOC		Where 250+ licences are purchased or where purchased in conjunction with Secure Payments Platform
New CRM integration	£2,000.00		
Custom API integration	£10,000.00		Price includes 15 days Professional Services. For complex integrations additional PS days may be required.
New contact centre integration	£2,000.00		
Additional Professional Services (day rate)	£900		

Pricing

Secure Call Recording

Licencing			
Licence per Month	Capex	Opex	Notes
20 - 49		£11.98	Minimum number of 20 licences
50 - 499		£10.89	Minimum number of 50 licences
500 - 999		£9.80	Minimum number of 500 licences
1000 - 1499		£8.92	Minimum number of 1000 licences
1500 - 2499		£8.21	Minimum number of 1500 licences
2500+		£7.72	Minimum number of 2500 licences
<i>Licence refers to a single named user of the product. Includes: unlimited recording storage for contract lifetime. (default retention period of 90 rolling days unless updated by customer) Discounted licencing available when purchased with Secure Payment Platform. 2% of hours post call transcription per annum included with base licence if no other transcription package purchased. Includes 4 administration licences.</i>			

Pricing

Secure Call Recording

Post Call Transcription			
Hours per Year per Agent	Premier Transcription	Every Day Transcription	Notes
24 Hours	£7.30	£3.65	
120 Hours	£36.48	£18.24	
300 Hours	£91.20	£45.60	
600 Hours	£182.40	£91.20	
900 Hours	£273.60	£136.80	
1200 Hours	£364.80	£182.40	
<i>24 hours per year per agent of Everyday transcription included with Call Recording licence. Every agent who will be transcribed requires a Call Recording licence. Transcription minutes are aggregated across all licenced agents across the annual period, transcription minutes cannot be carried over the annual period. Includes storage of transcriptions for contract lifetime and export.</i>			

Pricing

Payment IVR (EckohPAY)

Set-up and Configuration			
	Capex	Opex	Notes
Consultation	FOC		
Set-up	£10,000		Includes standard integration options
New PSP integration	£2,000.00		
Custom integration	£10,000.00		Price includes 15 days Professional Services. For complex integrations additional PS days may be required.
Additional Professional Services (day rate)	£900		

Pricing

Payment IVR (EckohPAY)

Transactions			
Transactions per Month (£)	Capex	Opex	Notes
0 – 10,000		£0.25	Minimum commitment 5,000 transactions
10,001 – 25,000		£0.23	Minimum commitment 10,001 transactions
25,001 – 50,000		£0.20	Minimum commitment 25,001 transactions
50,001 – 100,000		£0.18	Minimum commitment 50,001 transactions
100,001 – 200,000		£0.16	Minimum commitment 100,001 transactions
200,001 – 500,000		£0.14	Minimum commitment 200,001 transactions
500,001 – 1,000,000		£0.12	Minimum commitment 500,001 transactions
1,000,001+		£0.10	Minimum commitment 1,000,001 transactions