



G-Cloud 15 AI Conversation Analysis Service Pricing

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1. Introduction

The prices in this document are our standard G-Cloud rates. For larger or more complex projects, we may be able to offer additional value or discounts, depending on your requirements.

In some cases, discounts beyond published G-Cloud rates may be available, but this can be limited where costs are driven by third-party suppliers and their commercial terms.

If your project has significant or complex needs, we encourage you to speak with us directly so we can explore the most cost-effective options while maintaining high service quality.

Implementation costs apply. Pricing can be found in Lot 3 – Twilio Professional Services Consultancy by Ciptex.

2. Solution Support

Standard support includes UK business hours. 24/7 support packages can be tailored to organisational need.

Standard Support: Minimum price of £1000 per month (or 8% of your total solution spend, whichever is higher)

All support packages include a named solutions engineer from our team to act as primary point of contact.

Extended support agreements can be customised to include a dedicated Technical Account Manager if desired.

3. Twilio Conversation Intelligence (CX Insights)

	Price	Price
Conversational Intelligence - Transcription	Batch Transcription £0.020 /min	Streaming (Real-Time) Transcription £0.022 /min
Conversational Intelligence - Language Operator	Standard £0.0032 /min	Text Analysis £0.0028 /min
Conversational Intelligence - Generative Custom Operators	Input characters £0.0016 /1k characters	Output characters £0.015 /1k characters

4. Spoke Enlighten (Conversation Intelligence Platform)

Spoke Enlighten Conversation Intelligence Platform can be used in conjunction with any supported call recordings and data feeds. Aha! AI Credits are used for AI Analytics & AI generated reporting

	Price per named user per month (billed monthly)	Price per named user per month (billed annually)
Essential	£12.00	£12.00
Pro	£48.00	£48.00
Manager	£96.00	£96.00

	Price
Aha! AI Credits (per 10,000)	£800.00