

G-Cloud 15 – Cloud Software Services

Talkdesk – Contact Centre as a Service (CCaaS)

Pricing

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Pricing

The prices above are for this specific G-Cloud 15 Cloud Support service / product: Talkdesk

Please refer to other listings for pricing for specific services.

All pricing is subject to VAT.

User Licences

Product / Service	Charge Type	Cost (£)
Telephony User	Monthly	£ 6.00
Entry User	Monthly	£ 9.00
Premier User	Monthly	£ 13.00
Elite CX User	Monthly	£ 45.00
SIP Trunks		
ARO SIP Channel	Monthly	£ 6.00
Call Recording		
Call Recording Essentials User	Monthly	£ 13.00

Base Edition (per named user)

Product/Service	Contract Term	Charge Type	Cost
Talkdesk CX Cloud Digital Essentials	3 year minimum term	Monthly	£ 65.00
Talkdesk CX Cloud Voice Essentials	3 year minimum term	Monthly	£ 65.00
Talkdesk CX Cloud Elite	3 year minimum term	Monthly	£ 110.00
Talkdesk Industry Experience Cloud-Healthcare	3 year minimum term	Monthly	£ 185.00
Talkdesk Industry Experience Cloud-Government	3 year minimum term	Monthly	£ 222.00

Add-On Product Licences

Product/Service	Contract Term	Charge Type	Cost
Bring Your Own Carrier	Per user per month	Monthly	£ 10.00
Copilot	Per user per month	Monthly	£ 33.00
Digital Engagement for Essentials	Per user per month	Monthly	£ 25.00
Talkdesk Cases	Per user per month	Monthly	£ 21.00
Talkdesk Microsoft Teams Connector	Per user per month	Monthly	£ 8.50
PCI Pal Assisted Payment Voice and Digital Bundle	Per user per month	Monthly	£ 22.50

Talkdesk for Service Cloud Voice	Per user per month	Monthly	£8.50
Talkdesk for Salesforce Connector	Per user per month	Monthly	£ 8.50
Talkdesk ServiceNow Connector	Per user per month	Monthly	£ 8.50

Product Usage Fees (PAYG)

Product/Service	Contract Term	Charge Type	Cost (£)
CX Analytics v1.0		Per interaction	£0.1845
QM Assist Evaluator v1.0		Per interaction	£0.3690
Mood Detector v1.0		Per interaction	£0.1845
Autopilot Voice v1.0		Per interaction	£1.2300
Autopilot Digital v1.0		Per interaction	£1.2300
Autopilot Agentic Digital v1.0		Per interaction	£1.8450
Navigator Router Voice v1.0		Per interaction	£0.4305
Navigator Router Digital v1.0		Per interaction	£0.4305
Copilot Usage v1.0		Per interaction	£0.6150
Rewriter v1.0		Per interaction	£0.1230
Translator v1.0		Per interaction	£0.1845
Product Usage Fees (Commitment)			
CX-Automations - Annual Commitment(s)		Per interaction	£ CUSTOM

Professional Services Pricing

Product/Service	Contract Term	Charge Type	Cost (£)
CX Enablement		Per Hour	£ 205.00

Porting Charges

Porting Type	Cost Per Number	Cost Per Range	Per Order/Per Day	Comments
Analogue Number	£ 15.00	-	-	-
Multi Line – 1-10 DDIs	-	£ 75.00	-	-
Multi Line – 10+ DDIs	-	£ 150.00	-	-
Out of Hours – Evenings – Mon-Fri	-	-	£ 200.00	Additional Charge
Out of Hours – Saturday	-	-	£ 410.00	Additional Charge

Other Pricing Information

Talkdesk CX base edition licences

All licence prices are for named users.

Concurrent user licences are available on the core licences with a 30% uplift on published prices. The concurrent model is measured based on users being logged into Talkdesk CX Cloud regardless of product and requires a consistent number of concurrent licenses across Talkdesk products (Base Edition and Add-on Products).

All licences are subject to a minimum 3-year commitment, additional telco and usage fees may apply.

Talkdesk usage

Rate cards for telco and usage available on request

Add-Ons

Add-On Products can be added to any CX Cloud Edition, unless stated.

Number Porting

Additional porting charges may apply for port cancellations, rejections and date moves
Porting charges may also apply when moving between products

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