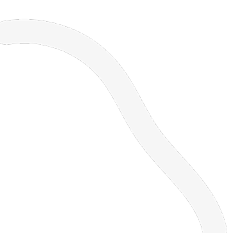
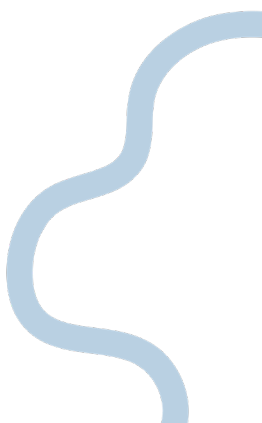




4 ROADS

VERINT INTELLIGENT
VIRTUAL ASSISTANT
DIGITAL & VERINT ANSWER
BOT (IVA)

Pricing



1. PRICING

Annual SaaS pricing for Verint Digital IVA based on interaction volumes. Pricing includes platform access and standard 4 Roads support for 5 hours a month. Standard support covers platform-related queries and configuration and changes during business hours. Optional enablement services are available as listed below.

Required Item	One Off price (ex VAT)
IVA Enablement Pack	£25,000
Interaction volume (per annum) *	Annual price (ex VAT)
Up to 250,000 interactions	£24,000
250,001 – 500,000 interactions	£36,500
500,001 – 1,000,000 interactions	£61,500

Excess interactions beyond the current tier will be charged at a rate of 5 pence per interaction, with the option of changing tiers on yearly basis. Buyers may move to a higher usage tier at the next annual renewal to avoid excess usage charges.

** Includes use of up to one (1) IVA Answer Bot Input [INP] for everyone (1) Interaction*

1.1. IVA Enablement Pack Features

Includes basic configuration elements to allow the customer to get started

- One channel included (i.e. WebChat / Native App / WhatsApp / Facebook / Instagram / X/Twitter)
- Three conversation flows
 - One integration
 - Two non-integrated
- English Language Only
- Assuming customer owns NLU and configuration for additional language
- Design and Best Practice - Current State Assessment / Product Familiarisation
- Solution Design Workshops
- Enablement - Foundation / Workspace setup / Language Model Intro
- Conversation Flows
- Entities
- Core objects and functions

- Analytics
- UAT Support
- Go-Live Support and 2 days Hypercare
- Project Management

1.1.1. Assumptions

- A conversation flow has: Three simple Intents (basic responses, e.g. FAQs or static answers) & Moderate flow design (up to 3 branches with up to 5 turns each)
- An integration point is assumed to be one REST API
- Foundation enablement limited to 4 participants maximum.
- The Customer is responsible for configuration and NLU training on the additional language.
- One environment – Production.

Pricing for this service is based on standard catalogue rates as published in this pricing document. Volume-based pricing or alternative pricing structures may be agreed at the call-off stage, provided they remain consistent with the pricing methodology and transparency requirements of the G-Cloud framework. All prices are exclusive to VAT.