

PRICING SERVICE DOCUMENT
WRITTEN FOR THE DIGITAL MARKETPLACE G-CLOUD 15

Novoville

ARTIFICIAL CUSTOMER AGENT



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The Software - as - a Service (SaaS) licence includes hosting, updates, maintenance & support.

The platform consists of two main subsystems:

A) Modular Cloud-based Management Dashboard for Authorities

- a) Data Management (dashboard, KPIs, data analysis)
- b) Content Management

B) Citizen Interfaces to access consultations created by Authorities.

- a) Chatbots (council website, messaging apps, e.g. Facebook Messenger)

Platform Licence includes

- Access to authority dashboard and modules
- Hosting
- Thorough platform updates
- Support and Maintenance
- Unlimited authority user licences
- Support with copywriting for the FAQ script

Artificial Customer Agent Subscription Pricing

Service	Quantity (Questions)	One off Set-up fee	Monthly Cost	Notes
Standalone FAQ Questions	50	£2,000	£1,500	- Channels: up to 2 (e.g. website & Facebook Messenger) - One language - Unlimited authority users - 25 Flow/Tree interaction points
Standalone FAQ Questions	50 to 100	£2,400	£1,900	- Channels: up to 2 (e.g. website, Facebook Messenger) - One language - Unlimited authority users - 25 Flow/Tree interaction points

Add-ons

Service	Quantity	One off Set-up fee	Monthly Cost	Notes
Additional Languages	1	£2,000	£150,00	- Technical analysis prior to deployment required
Additional Channels	1	£2,500	£300,00	- Technical analysis prior to deployment required
Interaction Points	25	£2,500	£200,00	- Technical analysis prior to deployment required
Standard API integration (Single endpoint-Read Only)	1	£2,500	£120,00	e.g. Reading a customer info from the CRM
Payment API (Access & display a compatible payment interface)	1	£2,500	£120,00	-Integrating with another payment system and using it within the chatbot. Does not include commissions.
Payment API (design & deploy a payment gateway)	1	£3,500	£150,00	- Includes payment handling via third party payment provider - Commissions apply: 8p + 3% per transaction

Additional Professional Services

Product	Cost
Technical Consultancy for Line of Business Integration	£600 per day
Engineering & Development services including integration with existing or legacy systems	£600 per day
Digital Consultancy for services redesign	£600 per day
Consultations design and scripting	£500 per day

Training	Cost
Online Product training (up to 20 staff members)	£600 per day
Product training for additional staff members (up to 20)	£500 per day
Single day content strategy workshop (up to 15 staff member)	£800 per workshop

Remarks

- All costs quoted are exclusive of VAT
- Professional service fees are exclusive of onsite travel expenses.
- Integration costs further from those described above with existing systems are not included.