



CALABRIO WFM

G-Cloud 15 – Pricing Document

Version 1.0

SVL Business Solutions
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SVL – Calabrio Pricing

Calabrio ONE, a unified suite-including Call Recording, Quality Management, Analytics, Workforce Management, and Business Intelligence-equips you with a complete toolset to unlock the tremendous value buried within your contact center and to transform your entire business. One seamless solution combines workforce optimization tools with powerful voice-of-the-customer analytics tools.

This tightly integrated-and easily scalable-suite of products captures every customer interaction across all channels, extracts insights, elevates the customer experience, improves employee engagement, and increases operational efficiency. The contact center can share customer-centric strategies across the business to accelerate sales, drive innovation and move your business forward.

Pricing for Calabrio One

Description	List Price per User per Month
Calabrio One Suite (inc. WFM, QM, Analytics, Call Recording)	£97.50
Calabrio WFM	£31.00
Calabrio QM (inc. Call Recording)	£32.00
Calabrio Analytics*	£54.00
Calabrio Call Recording	£7.00
Calabrio Bespoke Bundle	POA

**Calabrio Analytics includes Auto QM and AI tags - these are both subject to scoping as include interaction-based pricing*

- License model is 'Named' as standard, not concurrent
- Consumption/Interaction based pricing is available – particularly for product components utilising AI elements - and dependent on several factors including volume, timeframe, commitment, complexity, number of products, and integrations.
- Unless otherwise stated pricing is monthly, based on annual contract.
- Overages are billed at the contracted rate, monthly in arrears.

Professional Services

Professional services can be provided at **£1,480 to £1,750 per day**.

This includes Implementation, Project Management, Consultancy, Training and Go Live Support

Integration

The pricing provided does not include integration services. This would be scoped depending on the ACD and the price would be agreed on request. Full pricing can be provided upon discovery and scoping with the customer.

SVL

SVL are a partner of Calabrio and have very quickly established ourselves as one of their Tier 1 Partners in the UK. This is largely due to our approach to the marketplace which is, not just as a supplier, but as a partner who provide the full wrap around service required for these types of solutions.

We are always striving to be as self-sufficient as possible and to become true experts in the solutions we provide to our customer base.

We take a very consultative approach to any project we undertake, and great account management is at the heart of everything we do to build and maintain long standing relationships with our customers. We do not sell 'technology for technology sake'



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