



Lot 2b: Software as a Service (SaaS) Pricing Document

TTEC Digital Calabrio ONE



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1. Overview

Calabrio ONE is an integrated Workforce Optimisation (WFO) and Workforce Engagement Management (WEM) suite that includes Workforce Management, Quality Management, Analytics, and Reporting. Pricing for Calabrio ONE follows a subscription-based SaaS model, with costs varying by deployment size, feature bundle, and storage requirements. Publicly available sources indicate that Calabrio offers simplified cloud pricing designed to reduce upfront investment and provide predictable operational expenditure.

Pricing Model Summary

Calabrio ONE uses a per-user, per-month subscription model, with pricing dependent on the modules selected. Key publicly available pricing indicators include:

- Calabrio promotes a simplified cloud pricing model that reduces capital expenditure and provides flexible storage options.
- Pricing is modular, allowing organisations to license only the components they require (e.g., WFM, QM, Analytics).

These figures are indicative only; final pricing is typically determined through commercial negotiation, consistent with G-Cloud procurement norms.

Package Structure

Calabrio ONE is sold as a unified suite with optional modules. Typical components include:

CORE MODULES

- Workforce Management (WFM) – forecasting, scheduling, intraday management
- Quality Management (QM) – call recording, evaluation workflows
- Analytics – speech, text, and desktop analytics
- Performance Coaching – agent performance insights and coaching tools



CLOUD DEPLOYMENT FEATURES

- Flexible storage options and simplified cloud pricing models
- Unified analytics and WFM capabilities within a single platform

ADD-ONS / ENTERPRISE OPTIONS

- Advanced analytics packages
- Additional storage
- Custom integrations
- Enhanced reporting modules

These modules are typically priced separately or included in higher-tier bundles.



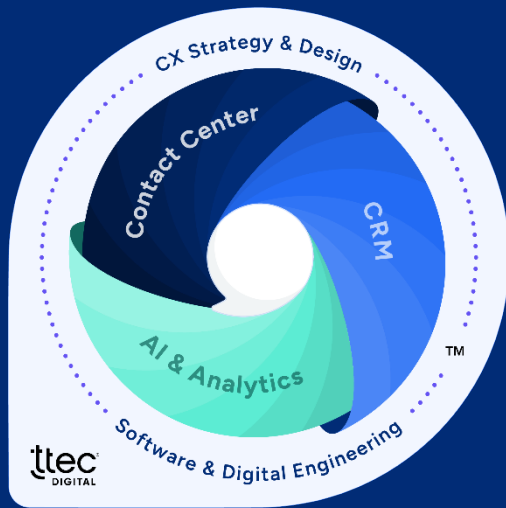
2. Pricing

2.1. Software Pricing

Description	List Price per User per Month
Calabrio One Suite (inc. WFM, QM, Analytics, Call Recording)	£97.50
Calabrio WFM	£30.50
Calabrio QM (inc. Call Recording)	£32.00
Calabrio Analytics	£54.00
Calabrio Call Recording	£7.00

2.2. Minimum Discount Percentage by Annual Call-Off Contract Value (excluding VAT)

Annual call-off contract value (excluding VAT)	Minimum Discount Percentage
Less than £250,000	0%
Between £250,000 and £500,000	2.2%
Between £500,001 and £1,000,000	4.2%
Between £1,000,001 and £2,500,000	6.2%
Between £2,500,001 and £5,000,000	8.2%
Over £5,000,001	10%



About TTEC Digital

TTEC Digital is a global leader in customer experience orchestration, combining technology and empathy at the point of conversation. Today customer conversations, and the contact centre technologies that support them, are inseparable. We bring decades of innovation experience across the world's leading contact centre technology platforms – and blend it with in-house expertise in CX strategy, data and analytics, AI and more – to help organisations maximise their technology investments and create truly exceptional customer experiences.

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