



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

TTEC Digital Calabrio Workforce Management
(WFM)



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1. Overview

Calabrio WFM is licensed on a SaaS subscription basis, typically calculated per agent, per month.

Key pricing indicators include:

- Cloud pricing is designed to be simplified and predictable, reducing upfront capital expenditure and enabling flexible scaling.
- Calabrio WFM is available as a standalone module or as part of the broader Calabrio ONE suite.

These figures are indicative and align with typical G-Cloud procurement norms where final pricing is commercially negotiated.

CALABRIO WFM FEATURE SET (PRICING RELEVANT)

Calabrio WFM includes a comprehensive set of capabilities that influence licensing tiers and pricing:

- Smart forecasting & scheduling for omnichannel environments
- Intraday management with real-time adjustments
- Employee empowerment tools such as self-service scheduling and shift bidding
- Intelligent automation to reduce manual planning effort
- Reporting and analytics for operational insight
- Global support for hybrid, remote, and on-site workforces

Higher tier pricing may include advanced analytics, additional storage, or enhanced automation features.

CLOUD DEPLOYMENT & PRICING CONSIDERATIONS

Calabrio WFM is designed for cloud deployment with:

- Flexible storage options and simplified cloud pricing models.



- Scalable architecture suitable for small teams through to large enterprise contact centres.
- Rapid deployment and reduced infrastructure overheads.



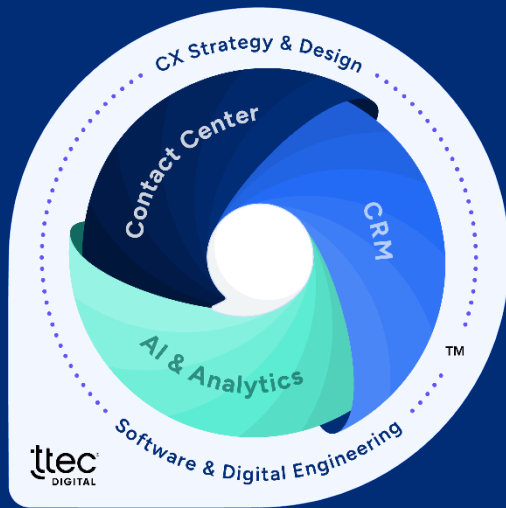
2. Pricing

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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