



Liberty Converse CX Platform

Liberty Converse CX platform pricing for all Editions (per annum)			
Item	Edition Type (per annum)		
	Digital Edition	Voice Edition	Digital & Voice Ed
Liberty Converse CX platform (including 10 concurrent Agents)	£5,400.00	£6,600.00	£7,800.00
Softphone	x	✓	✓
Voice Virtual Agent DTMF	x	✓	✓
Liberty Voice Connectivity (including 10 Voice Connection licences)	x	✓	✓
Liberty Voice Connection Minutes (7,500 per agent per month)	x	✓	✓
Call-Shop	x	✓	✓
SMS Teams Integration	x	✓	✓
Liberty Digital connectivity (Inc. 5,000 Digital Messages per agent per month)	✓	x	✓
Digital Virtual Agent Chat Bot	✓	x	✓
Web Chat	✓	x	✓
Email	✓	x	✓
SMS (Gov Notify, BTTEE SMS, Twilio)	✓	x	✓
Social Messaging (Facebook Messenger, Instagram, WhatsApp)	✓	x	✓
TTS characters (10 million)	x	✓	✓
Included Storage	50GB	100GB	150GB

Additional Concurrent Agents

Pricing for additional Concurrent Agents (per agent per month)	
Item	Price (per Agent per month)
Digital Edition including:	
- 5GB storage	£45.00
- 5,000 Digital Messages	
Voice Edition including:	
- 10GB storage	
- Softphone	£55.00
- 1 Liberty Voice Connection	
- 7,500 SP Liberty Voice Connection minutes	
Digital & Voice Edition including:	
- 15GB storage	
- 1 Liberty Voice Connection	
- Softphone	
- 5,000 Digital Messages	
- 7,500 Liberty Voice Connection minutes	

Telephony options

Pricing for telephony options (per month)	
Item	Price (per month)
Speech Recognition for Voice Virtual Agents (100 hours)	£180.00
Additional Liberty Voice Connections (per licence)	£7.00
Liberty SP Channels (per channel)(1)	£8.00
ODs for Liberty SP Channels (UK geographic or non-geographic – per OD)	£1.00
Third-party connected SP Channels	FOC

Service can provide a 5000 credits on request. Pricing will be dependent upon volume and location, and is available on request.

Including 1,500 outbound minutes to UK standard 01, 02, 03, 07 numbers

Agent options

Pricing for Agent options (per agent per month)	
Item (all Agents must be licensed)	Price (per Agent per month)
Agent Evaluation	£5.00
Screen Recording (including 5GB storage)	£5.00
Surveys	£5.00
Transcriptions (including 5 hours of transcription)(1)	£5.00
Workforce Management and third-party WFM integrations	£5.00
Video Assist (includes 5 hours of video - Digital and Voice Edition Agents only)	£3.75
Liberty AI (includes 1,000 AI Units)	£5.00
Liberty AI Agent Asset	£5.00

Hours are reset each month (unused hours are lost)

Liberty AI

Liberty Converse CX comes with several AI-powered features, which are continually being expanded and enhanced. Liberty AI is charged in AI Units, the number of AI Units consumed will depend on the task being carried out. AI units can be purchased as a monthly committed allowance (based on the number of concurrent agents – see Agent options table), or as a one-off purchase allocation from which Liberty Converse CX will draw down – see below.

Item	Units Included	Price (per annum)
Liberty AI Units	250,000 per month	£5,700.00

Liberty AI Units Voucher (per item)	
Item	Units Included
Liberty AI Unit Voucher	250,000

Increase to included items

Pricing to increase included capacity (per month)	
Item	Price (per month)
Extra 75,000 Liberty Voice Connection minutes	£75.00
Extra 10,000 Outbound minutes to UK standard 01, 02, 03, 07 numbers	£200.00
Extra 50,000 Digital Messages	£70.00
Extra 1 million TTS characters	£65.00
Extra 100 Transcription hours	£100.00
Extra 100 Video Assist hours	£75.00
Extra 50,000 Liberty AI Units	£50.00
Extra 100 Speech Recognition hours for Voice Virtual Agents	£180.00
Extra Storage (per 100GB)	£20.00

Pre-paid Vouchers

Vouchers are designed as a pre-paid pot of capacity that can be used to offset any monthly overuse and therefore avoid additional overuse charges.

Pricing for prepaid Vouchers (per unit)	
Item	Price (per unit)
75,000 Liberty Voice Connection minutes	£55.00
10,000 Included Outbound minutes to UK standard 01, 02, 03, 07 numbers	£240.00
50,000 Digital Messages	£64.00
1 million TTS characters	£78.00
100 Transcription hours	£120.00
100 Video Assist hours	£90.00
50,000 Liberty AI Units	£115.00
500 Speech Recognition hours for Voice Virtual Agents	£1,080.00

Vouchers do not increase the agreed monthly capacity.

Overuse

Pricing for overuse (per unit)	
Item	Price (per unit)
Overuse per Liberty Voice Connection minute	£0.00150
Overuse per Outbound SP minute (UK standard 01, 02, 03, 07 numbers)	£0.03000
Overuse per Digital Message	£0.00210
Overuse per TTS character	£0.00010
Overuse per Transcription minute	£0.02500
Overuse per Video Assist minute	£0.01875
Overuse per Liberty AI Unit	£0.00280
Overuse per Speech Recognition minute	£0.04500
Overuse per GB of Storage	£0.30000

Vouchers can be used at any time in a contract term and are valid for 12 months, or the length of the contract (whichever is the shorter).

Information

- New data to track?
- Gamma's Liberty Converse CX Connected centre solution is based on a standard platform service fee. The charge for each additional agent is fixed and includes the functionality listed. Additional agent and platform licences affect additional fees.
- Customer can choose how to purchase additional usage for items where a level of usage is included.
- Increase the level of included units to part of the service fee.
 - Purchase an overuse pre-paid Voucher to provide a pre-transaction item that will be automatically drawn down whenever excess usage (overuse) is encountered. This is useful to cater for peak workload times.
 - Pay an overuse charge based on actual over-usage. Overuse charges are charged monthly in arrears.

Voice Connectivity and Call Charges
Liberty Converse CX Voice Edition, and the combined Digital and Voice Edition include Liberty Voice Connectivity. This includes the required Voice Connection licences and Voice Connection minutes to support processing of voice services across the platform.
Included in the Liberty Voice Connectivity are:
- **Agent Softphones:** Connected SoftPhone softphones to enable agents to handle contact centre calls directly from their browser.
- **Video Assist Agent Capabilities:** such as video using an in-built graphics flow designer.
- **SP Connectivity:** Liberty Converse CX is licensed to support, as well as the SP connectivity options are available are:

Liberty SP Channels – Calls over the Public Network
Inbound and Outbound calls over the public network are supported through the inclusion of Liberty SP Channels.
Liberty SP Channels include included outbound minutes to UK standard geographic, non-geographic and mobile numbers (01, 02, 03, 07) supporting outbound calls from agents, call bots, and calls to connect agents where they are presenting using a 100+ mobile connected device.
There are no charges for inbound minutes (except where using a telephone non-geographic number, for example 0800) and customers can purchase any bundle of geographic and non-geographic numbers to support their service.
Bring Your Own SP Tools
Customers can connect tools as IP PBX or Session Border Controller (SBC), whether on-premise or hosted, can have connected calls over SP. Connectivity to Liberty Converse CX will be via the Public Internet supported by Secure SP protocols.
Inbound and Outbound calls will route via your IP PBX or SBC and carrier services, this includes integrating Converse CX to Microsoft Teams. Inbound and Outbound calls will route via your IP PBX or SBC and carrier services, this includes integrating Converse CX to Microsoft Teams.

Pay Use Policies
Gamma's policies and capabilities have a fair use policy to ensure that resources are fairly allocated between all customers.
Ask Liberty AI: The maximum size for Documents and Collections per Converse CX Agent is 250KB, with a limit of 3MB per individual document. Customers will be shown a warning message Exceeded this.
Send Channel: The maximum size of inbound or outbound emails (including attachments) is 40MB. There is an allowance of 1GB of emails per agent.
SPS SMS: We do not restrict the Converse CX to send for mass outbound SMS messaging, nor cap limits, as each SPS SMS messages should not cost more than 30% of monthly message usage.

Discounts
Pricing and the discounts outlined in this document apply to a 12 month term and for individual solutions only.
We recognise that other many customers share similar requirements, each organisation also has unique needs. Gamma can offer discounts based on volume, multi-year or multi-solution agreements. With this in mind, Gamma is open to discussing additional discounts for multi-solution packages or extended term agreements.
Term and charge levels
The minimum term is 12 months.
Gamma CX pricing is subject to a maximum charge equivalent to 10 Agents, subject to the Edition chosen.
Indication
Indication will apply to either this or the full agreement or any Call Center that Date. Pricing shall be indicated on the list of January immediately following the last anniversary and annually thereafter to reflect the current CPPIs, published by the Office of Fairness Regulation for its successors in the prior year. The prior indication will be applied should CPPIs register.

Skills for the Information Age (SFIA) rate card						
Professional Services day rates based on the SFIA grades						
CSF SFIA Rate	Strategy and Architecture	Change and Implementation	Development and Innovation	Delivery and Operation	People and Skills	Relationships and Governance
1. Define	£780.00	£780.00	£780.00	£780.00	£780.00	£780.00
2. Assist	£950.00	£950.00	£950.00	£950.00	£950.00	£950.00
3. Apply	£1,140.00	£1,140.00	£1,140.00	£1,140.00	£1,140.00	£1,140.00
4. Enable	£1,340.00	£1,340.00	£1,340.00	£1,340.00	£1,340.00	£1,340.00
5. Enable, advise	£1,480.00	£1,480.00	£1,480.00	£1,480.00	£1,480.00	£1,480.00
6. Initiate, influence	£1,785.00	£1,785.00	£1,785.00	£1,785.00	£1,785.00	£1,785.00
7. Set strategy, inspire, mobilise	£1,940.00	£1,940.00	£1,940.00	£1,940.00	£1,940.00	£1,940.00