Build a better Citizen Experience.

Route101

G-Cloud 15 Route 101 Software Pricing

Powered by Route 101

Route 101

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About Route 101

Route 101 is a SaaS provider of next generation customer engagement platforms, offering award winning solutions from market leading vendors. We deliver a full range of services to ensure our clients get the maximum value from the solutions we provide, including all associated consultancy, professional services, training and support. Route 101 has:

- The **knowledge** to get to the heart of your business and customer needs,
- The **expertise** to advise you on what you need and what you don't,
- The **technology** to deliver a world-class, customer focused solution, and,
- The **desire** to build a lasting and mutually beneficial partnership with you.

Route 101's Partner Portfolio

Through a network of long-standing, trusted partnerships with the leading telecoms providers in their field, we are able to help you devise the perfect long-term technology strategy. And thanks to Route 101's experience and expertise, we provide objective, impartial advice to ensure you make the right decision on your future technology choices. Our portfolio includes the following vendors:

Route 101's Associated Services

Please see the accompanying "G-Cloud 15 Route 101 Support Service Definition" document, "G-Cloud 15 Route 101 Support Pricing" document, and our "G-Cloud 15 Government Digital and Data Roles Rate Card" for our associated professional and support services and pricing. These can be found under Route 101's listing within Lot 3, and include the following:

Design & Delivery: Architecture design, configuration, IVR development, channel enablement, platform deployment, testing, training, consultancy, using in-house expert technical resources.

Support & Service Management: Route 101 offers a tiered support service, with options to include 24×7 P1 and P2 incident coverage; ITIL service management; customer success management; regular service optimisation sessions; moves, adds, changes; and much more.

Continuous Optimisation: Beyond go-live, we work with customers to continually optimise the service, for example by refining routing, expanding digital channels, introducing new automations, improving operational efficiencies using data-driven insights, and much more.

Amazon Connect Pricing

Unlimited AI Bundle

The Unlimited AI Bundle combines multiple Amazon Connect capabilities into a single, per minute cost, as shown in the table below. Alongside the bundle, you can select additional Amazon Connect features, also shown in the table below.

Description	Unit	Price per Unit
Application Minutes, including: • Amazon Q in Connect • Contact Lens • Contact Voice • Evaluations • Forecasting, Capacity and Scheduling • LEX Voice • LEX Chat	Per Minute	£0.0396
Voice Channel	Per Minute	£0.0469
Agent Guides	Per Message	£0.0104
Chat	Per Message	£0.0104
SMS UK Inbound	Per Message	£0.0240
SMS UK Outbound	Per Message	£0.4197
Apple Messages for Business	Per Message	£0.0146
WhatsApp Business Messaging	Per Message	£0.0146
Chat Guides	Per Message	£0.0104
Email Inbound / Outbound	Per Message	£0.0834
Tasks	Per Unit	£0.0729

Unbundled Options

The following table shows a breakdown of the individual pricing elements for Amazon Connect when taken outside the Unlimited AI Bundle.

Description	Unit	Price per Unit
Amazon Q in Connect	Per Minute	£0.0327
Web Calling	Per Minute	£0.0105
Application Minutes	Per Minute	£0.0188
Voice Channel Outbound	Per Minute	£0.0261
Campaign	Per Attempt	£0.0053

Call Recording 1 Year (512/min GB)	Per GB Per Month	£0.0094
Contact Lens Voice	Per Minute	£0.0157
Contact Lens Chat	Per Minute	£0.0016
Evaluations	Per Agent Per Month	£12.5039
Forecasting, Capacity and Scheduling	Per Agent Per Month	£28.1337
Customer Profiles	Per Profile Viewed	£0.0053
Cases	Per Case Created	£0.1251
Agent Guides	Per Message	£0.0053
Amazon Q in Connect	Per Agent Per Month	£41.6795
Voice ID	Per Request	£0.0261
LEX Voice	Per Utterance	£0.0042
LEX Chat	Per Utterance	£0.0008
Chat	Per Message	£0.0042
SMS UK Inbound	Per Message	£0.0198
SMS UK Outbound	Per Message	£0.4156
Apple Messages for Business	Per Message	£0.0105
WhatsApp Business Messaging	Per Message	£0.0105
Chat Guides	Per Message	£0.0053
Amazon Q in Connect	Per Message	£0.0027
FAQ Request (LLM)	Per Request	£0.0105
Knowledgebase (Database - Development)	Per Instance	£260.4967
Knowledgebase (Database - Production)	Per Instance	£520.9934
Email Inbound / Outbound	Per Message	£0.0521
Tasks	Per Task	£0.0417
Route 101 REX Platform	Per Instance per Month	£1,000
Lambda Functions (per 1,000,000 Functions)	Per Unit	£0.20
Data Logs	Per GB per Month	£0.6237
Logs Store (Archival)	Per GB per Month	£0.0329
Query Logs Insight	Per GB per Month	£0.0062
Detect and Mask (Data Protection)	Per GB per Month	£0.1251

Log Centralisation	Per Additional Log Move per GB	£0.0521
CloudWatch Logs Standard	Per GB per Month	£0.6237
KMS Key	Per Key per Month	£1.042
S3 Storage	Per GB per Month	£0.0251
S3 Storage Data Request	Per Request	£0.0056
UK DDI & 03 Number Rental	Per DDI per Month	£0.951
UK 0800 Number Rental	Per TFN per Month	£0.951

Please note: Amazon Connect pricing has been converted to GBP from USD and is subject to exchange rate fluctuations. Route 101 applies the prevailing exchange rate to all Amazon Connect pricing on a monthly basis. We will provide accurate pricing and advise of its validity period at the point of enquiry.

Calabrio Pricing

Description	Price per Named User per Month
Calabrio One Suite, including: • Workforce Management • Quality Management • Analytics • Call Recording	£85.25
Calabrio Workforce Management	£26.70
Calabrio Quality Management	£28.00
Calabrio Analytics	£47.25
Calabrio Call Recording	£6.15

Gamma Pricing

Gamma SIP Trunking & SIP Trunk Call Manager (STCM)

Recurring Charges

	0-49 Channels per Endpoint		50-199 Channels per Endpoint		200-499 Channels per Endpoint		500+ Channels per Endpoint	
Description	**Monthly**	**3 & 5 Year**	**Monthly**	**3 & 5 Year**	**Monthly**	**3 & 5 Year**	**Monthly**	**3 & 5 Year**
Active SIP Channel with Call Bundle (see description)	£6.19	£4.88	£6.19	£4.25	£6.19	£3.63	£6.19	£3.44
Standby SIP Channel with Call Bundle (see description)	£1.81	£2.94	£1.81	£2.69	£1.81	£2.31	£1.81	£1.94

Please Note:

- Each SIP Channel shall receive up to 2,000 minutes to 01/02/03 destinations inclusive in its monthly Channel price, and the total allocation per Channel shall be aggregated per Endpoint. In addition, calls to numbers beginning 03 shall not exceed 15% of the total minutes on that Endpoint.
- In the event that any Endpoint exceeds the aggregate number of inclusive minutes available, Route 101 shall be entitled to invoice the Company for the total minutes routed at the Company's standard price for each such destination in accordance with the Company's standard rate card (available by request).
- In addition to the free minutes provided under above, SIP Channels associated to an Endpoint purchased on a minimum initial term of three years shall each receive an additional allocation of 2,000 minutes to UK mobiles.

One-Off Charges

Description	Unit	Price per Unit
DDI Connection	On setup of a DDI	£0.75
Endpoint Connection Charge	On setup of endpoint	£103.13
Endpoint Cease Fee	On cessation of endpoint	£34.38

STCM Options

Description	Unit	Price per Unit
STCM Service Rental	Per Active Endpoint per Month	£48.13
STCM DDI Rental	Per Number per Month	£0.28
STCM Number Add-on Announcement	Per Number per Month	£8.19
STCM Number Add-on Area Based Routing	Per Number per Month	£27.44
STCM Number Add-on Standard Auto Attend	Per Number per Month	£27.44
STCM Service Add-on Limit Caller Admission	Per Number per Month	£34.31

Gamma MyInbound

Description	Unit	Price per Unit	One-Off Setup
MyInbound Contact Path	Per Number per Month	£8.32	£41.32
MyInbound Contact Point	Per Number per Month	£1.69	£0.00
MyInbound Contact Pro	Per Number per Month	£24.82	£0.00

Gamma Horizon

Description	Unit	Price per Unit
Horizon Premium	Per User per Month	£6.19
Horizon with Webex: Softphone	Per User per Month	£0.00
Horizon with Webex: Basic	Per User per Month	£1.19
Horizon for MS Teams	Per User per Month	£0.56
Horizon Contact: Agent Voice & Email	Per User per Month	£18.75
Horizon Contact: Agent Web Chat	Per User per Month	£10.00
Horizon Contact: Supervisor	Per User per Month	£30.00

Microsoft Teams Direct Routing & Operator Connect

Recurring Charges

User Quantity	Unit	Monthly Term	36 Month term	60 Month Term
1 to 99 users	Per User per Month	£3.13	£3.13	£3.00
100 to 299 users	Per User per Month	£3.13	£2.94	£2.69
300 to 999 users	Per User per Month	£2.50	£2.31	£2.06
1,000 to 1,999 users	Per User per Month	£1.88	£1.88	£1.69
2,000 to 2,999 users	Per User per Month	£1.88	£1.75	£1.56
3,000 to 3,999 users	Per User per Month	£1.88	£1.63	£1.44
4,000 to 4,999 users	Per User per Month	£1.88	£1.50	£1.31
5,000+ users	Per User per Month	£1.88	£1.44	£1.25

Please note:

- For MTDR, each User Subscription shall receive up to 2,000 minutes to 01/02/03 destinations inclusive in its monthly subscription price, and the total allocation per User Subscription shall be aggregated per Endpoint. In addition, usage to numbers beginning 03 shall not exceed 15% of the total minutes on that Endpoint.
- In the event that any Endpoint exceeds the aggregate number of inclusive minutes available, Route 101 shall be entitled to invoice the Company for the total minutes routed at the Company's standard price for each such destination in accordance with the Company's standard rate card (available by request).
- In addition to the free minutes provided under above, User Subscriptions associated to an Endpoint purchased on a minimum initial term of three years shall each receive an additional allocation of 2,000 minutes to UK mobiles.
- For Operator Connect, Gamma's All Inclusive Minutes Bundle will apply in line with the Acceptable Usage Policy, available by request.

One-Off Charges

Description	Unit	Price per Unit
DDI Connection	On setup of a DDI	£0.75
Cease fee	On cessation of endpoint	£31.25

Number Porting Charges

Description	Unit	Price Per Unit
Single NGN Port Order	Per NGN	£13.75
Bulk NGN Port - Block of up to 10	Per Order	£66.25
Bulk NGN Port Order - Block of 11 or more	Per Order	£131.25
Single Geographic Line Port	Per CLI	£13.75
Multi Geographic Line Port	Per Main Billing No	£26.25
Multi Geographic Line Port with Block of 1-10 DDIs	Per Main Billing No	£66.25
Multi Geographic Line Port with Block of > 10 DDIs	Per Main Billing No	£131.25
Out of Hours Port (Evenings Mon-Fri)	Per Order per Day	£156.25
Out of Hours Port (Saturday)	Per Order per Day	£312.50
DMA Transfer with Block of 1,000 DDIs	Per Main Billing No	£625.00

Key IVR Pricing

Automated Payment Line

Software

Description	Monthly Price
Automated Payment Line (Payment IVR)	£295.00
Optional Upgrades	
3DS2 ECOM: Card only	£250.00
3DS2 ECOM: Card & Digital Wallets	£250.00
3DS2 ECOM: Card, Digital Wallets & Open Banking	£250.00
Agent Pass-off Capability	£50.00
Voice IVR (using AI capture and transcription)	£250.00
Transfer Call to Contact Centre	See Connectivity
Text Message / SMS Receipt	See Usage
Optional Integrations	
SFTP Integration (Upload of historical debt)	£50.00
REST API Integration	£50.00
Bespoke API Integration	£100.00
Gateway Connection (select one)	
Key IVR Gateway Service	£25.00
Gateway Configuration (Existing API integration)	£25.00
New Gateway Integration	£100.00
Gateway Transactions (PSP)	**Price per Transaction**
Key IVR Gateway Service Transactions	£0.10
Automated Payment Line Transactions	**Price per Transaction**
Up to 500 transactions per month	£0.30
501 to 1,000 transactions per month	£0.28
1001 to 5,000 transactions per month	£0.26
5,001 to 10,000 transactions per month	£0.22
10,001+ transactions per month	£0.20

Optional Usage	
Text Message / SMS Receipt (per message)	£0.08
Transfer Call to Contact Centre: UK Landlines Beginning 01 & 02 (per min)	£0.015
Transfer Call to Contact Centre: UK Landlines Beginning 03 (per min)	£0.029
Transfer Call to Contact Centre: UK Mobile (per min)	£0.045

Please note: Calls to non-UK destinations are subject to vendor rate card, available by request.

Setup and Configuration

Description	Setup and Configuration
Automated Payment Line (Payment IVR)	£3,950
Optional Upgrades	
3DS2 ECOM: Card only	£3,450
3DS2 ECOM: Card & Digital Wallets	£4,400
3DS2 ECOM: Card, Digital Wallets & Open Banking	£5,300
Agent Pass-off Capability	£1,800
Voice IVR (using AI capture and transcription)	£1,800
Language Pack - English (UK) already included (price per additional language pack)	£1,800
Tokenisation - Save payment details	£950
Recurring Payment Plans (Continuous Payment Authority)	£950
Optional Integration	
SFTP (Upload of historical debt)	£950
REST API	£2,950
Bespoke API	£5,950
Gateway Connection (select one)	
Key IVR Gateway Service	£0
Gateway Configuration (Existing API integration)	£0
New Gateway Integration	£9,500

Agent Assisted Payments

Software

Description	Monthly Price
Agent Assisted Payments: 15 to 25 Users (minimum 15 agents), price per user	£28.50
Agent Assisted Payments: 26 to 50 Users, price per user	£27.50
Agent Assisted Payments: 51 to 100 Users, price per user	£26.50
Agent Assisted Payments: 101 to 250 Users, price per user	£18.50
Agent Assisted Payments: 251+ Users, price per user	£16.50
Optional Integrations	
SFTP (Upload of historical debt)	£50.00
REST API	£50.00
Bespoke API	£100.00
Gateway Connection (select one)	
Key IVR Gateway Service	£25.00
Gateway Configuration (Existing API integration)	£25.00
New Gateway Integration	£100.00
Gateway Transactions (PSP)	**Price per Transaction**
Key IVR Gateway Service Transactions	£0.10
Agent Assisted Payments Transactions	**Price per Transaction**
Up to 500 transactions per month	£0.30
501 to 1,000 transactions per month	£0.28
1001 to 5,000 transactions per month	£0.26
5,001 to 10,000 transactions per month	£0.22
10,001+ transactions per month	£0.20
Optional Usage	
Text Message / SMS Receipt (per message)	£0.08
Email	£0.01

Setup and Configuration

Description	Setup and Configuration
Agent Assist (DTMF-Suppressed entry): 1 to 25 lines	£7,000
Agent Assist (DTMF-Suppressed entry): 26 to 50 lines	£10,000
Agent Assist (DTMF-Suppressed entry): 51+ lines	£15,000
Optional Upgrades	
Voice Recognition for Payments	£2,950
Digital Payment Links (MOTO)	£4,950
Digital Payment Links (3DS2 ECOM): Card only	£4,950
Digital Payment Links (3DS2 ECOM): Card & Digital Wallets	£5,900
Digital Payment Links (3DS2 ECOM): Card, Digital Wallets & Open Banking	£6,800
Tokenisation: Save payment details	£950
Recurring Payment Plans (Continuous Payment Authority)	£950
Single Sign-On (SSO)	£1,800
Optional Integration	
SFTP (Upload of historical debt)	£950
REST API	£2,950
Bespoke API	£5,950
Gateway Connection (select one)	
Key IVR Gateway Service	£0
Gateway Configuration (Existing API integration)	£0
New Gateway Integration	£9,500

Click to Pay

Software

Description	Monthly Price
Click to Pay (3DS2 ECOM): Card only	£400
Click to Pay (3DS2 ECOM): Card & Digital Wallets	£400
Click to Pay (3DS2 ECOM): Card, Digital Wallets & Open Banking	£550
Optional Integrations	
SFTP (Upload of historical debt)	£50.00
REST API	£50.00
Bespoke API	£100.00
Gateway Connection (select one)	
Key IVR Gateway Service	£25.00
Gateway Configuration (Existing API integration)	£25.00
New Gateway Integration	£100.00
Gateway Transactions (PSP)	**Price per Transaction**
Key IVR Gateway Service Transactions	£0.10
Click to Pay Transactions	**Price per Transaction**
Up to 500 transactions per month	£0.30
501 to 1,000 transactions per month	£0.28
1001 to 5,000 transactions per month	£0.26
5,001 to 10,000 transactions per month	£0.22
10,001+ transactions per month	£0.20
Usage	
Text Message / SMS (1 to 1,000), per message	£0.08
Text Message / SMS (1,001 to 3,000), per message	£0.07
Text Message / SMS (3,001+), per message	£0.06
Email, per message	£0.01

Please note: Messages are billed per SMS segment. One SMS segment consists of up to 160 characters. Messages exceeding 160 characters will be automatically split into multiple SMS segments and billed accordingly, with each additional segment charged at the agreed SMS rate.

Setup and Configuration

Description	Setup and Configuration
Click to Pay (3DS2 ECOM): Card only	£4,950
Click to Pay (3DS2 ECOM): Card & Digital Wallets	£5,900
Click to Pay (3DS2 ECOM): Card, Digital Wallets & Open Banking	£6,800
Optional Upgrades	
Tokenisation: Save payment details	£950
Recurring Payment Plans (Continuous Payment Authority)	£950
Single Sign-On (SSO)	£1,800
Optional Integration	
SFTP (Upload of historical debt)	£950
REST API	£2,950
Bespoke API	£5,950
Gateway Connection (select one)	
Key IVR Gateway Service	£0
Gateway Configuration (Existing API integration)	£0
New Gateway Integration	£9,500

NiCE CXone Pricing

NiCE CXone Subscription Bundles: Named

Description	Voice Agent	Omnichannel Agent	Essentials Suite	Core Suite	Complete Suite	Ultimate Suite
ACD / IVR Voice Agent	✓	✓	✓	✓	✓	✓
Digital Channels		✓	✓	✓	✓	✓
Ports	2/3	2/3	2/3	2/3	2/3	2/3
Integrated Softphone	✓	✓	✓	✓	✓	✓
Active Storage	5GB	5GB	5GB	5GB	5GB	5GB
CXone Audio Recording	✓					
CXone Audio Recording Advanced		✓	✓	✓	✓	✓
CXone Screen Recording			✓	✓	✓	✓
CXone Quality Management			✓	✓	✓	
CXone Workforce Management				✓	✓	✓
CXone Performance Management				✓	✓	✓
CXone Interaction Analytics					✓	
CXone Feedback Management					✓	✓
CXone Quality Management Premium						✓
CXone Interaction Analytics Advanced						✓
CXone Enlighten CSAT Agent Behaviour Use Case						✓
CXone Enlighten AI Routing						✓
Price Per Agent Per Month	**£73.75**	**£85.00**	**£105.00**	**£117.50**	**£146.25**	**£172.50**

Please note: Depending on the connectivity model chosen, telco charges may apply; these are available by request from a vendor-supplied rate card.

NiCE CXone Subscription Bundles: Concurrent

Description	Voice Agent	Omnichannel Agent	Essentials Suite	Core Suite	Complete Suite
ACD / IVR Voice Agent	✓	✓	✓	✓	✓
Digital Channels		✓	✓	✓	✓
Ports	2/3	2/3	2/3	2/3	2/3
Integrated Softphone	✓	✓	✓	✓	✓
Active Storage	5GB	5GB	5GB	5GB	5GB
CXone Audio Recording	✓				
CXone Audio Recording Advanced		✓	✓	✓	✓
CXone Screen Recording			✓	✓	✓
CXone Quality Management			✓	✓	✓
CXone Workforce Management				✓	✓
CXone Performance Management				✓	✓
CXone Interaction Analytics					✓
CXone Feedback Management					✓
Price Per Agent Per Month	**£101.25**	**£120.00**	**£145.00**	**£163.75**	**£203.75**

Please note: Depending on the connectivity model chosen, telco charges may apply; these are available by request from a vendor-supplied rate card.

NiCE CXone Optional Add-Ons: Named

Add these items to your chosen bundle.

Description	Unit	Price per Unit
Audio Recording Advanced	Per Agent per Month	£10.65
Screen Recording	Per Agent per Month	£7.50
Screen Recording Advanced	Per Agent per Month	£15.00
Performance Management	Per Agent per Month	£24.00
Feedback Management	Per Agent per Month	£23.00
Workforce Management	Per Agent per Month	£13.75
Workforce Management Advanced	Per Agent per Month	£20.00
Quality Management	Per Agent per Month	£16.65
Quality Management Advanced	Per Agent per Month	£28.90
Interaction Analytics	Per Agent per Month	£20.15
Interaction Analytics Advanced	Per Agent per Month	£29.75
Personal Connection (Outbound Dialler)	Per Agent per Month	£15.00
Knowledgebase Standard User	Per Agent per Month	£13.15
Knowledgebase Admin User	Per Agent per Month	£25.65
PCI DTMF Masking Solution	Per Agent per Month	£25.00
Agent for Service Cloud Voice	Per Agent per Month	£6.25
Embedded CRM Agent	Per Agent per Month	£7.00
NiCE IEX WFM	Per Agent per Month	£20.00
NiCE IEX Strategic Planner	Per Agent per Month	£8.15
NiCE IEX AI Forecasting	Per Agent per Month	£3.75
Video and Co-Browse	Per Agent per Month	£7.00

NiCE CXone Optional Add-Ons: Concurrent

Add these items to your chosen bundle.

Description	Unit	Price per Month
Audio Recording Advanced	Per Agent per Month	£30.00
Screen Recording	Per Agent per Month	£12.25
Screen Recording Advanced	Per Agent per Month	£18.75
Performance Management	Per Agent per Month	£42.50
Personal Connection (Outbound Dialler)	Per Agent per Month	£42.50
Video and Co-Browse	Per Agent per Month	£10.50

NiCE CXone Optional Add-Ons

Add these items to your chosen bundle.

Description	Unit	Price per Unit
PCI Digital Payments	Per Month Per 1k Links	£414.75
PCI IVR Payments	Per Month Per 1k Transactions	£414.75
Knowledge Management: Public FAQ Add-On	Per Business Unit (BU)	£622.50
Knowledge Customer Experience Suite	Per Portal	£2,468.75
Agent Workflow Configuration Platform	Per BU	£435.00
Virtual Agent Hub	Per 1,000 Sessions	£6.90

NiCE CXone Optional Level-Ups

Where these items feature within your chosen bundle, select the level-up option below to enhance them from standard to either advanced or premium.

Description	Unit	Named Price per Unit	Concurrent Price per Unit
Quality Management Advanced Level-Up	Per Agent Per Month	£12.25	£16.65
Workforce Management Advanced Level-Up	Per Agent Per Month	£7.50	£20.00
Interaction Analytics Advanced Level-Up	Per Agent Per Month	£10.50	£20.00
Interaction Analytics Premium Level-Up	Per Agent Per Month	£20.15	£40.00
Screen Recording Advanced Level-Up	Per Agent Per Month	£5.65	£7.65

SMS and Connectivity Charges

Additional charges where applicable for associated SMS numbering and usage, connectivity, etc.

Description	Unit	Price Per Unit
SMS Long Code	Per Code per Month	£158.00
SMS Monthly Base Charge (inc. 10k SMS)	Per Instance per Month	£395.00
SMS (first 10k Messages)	Per Message	£0.01
SMS (10k+ Messages)	Per 100 Messages	£2.45
World Voice DDI	Per DDI per Month	£5.00
CXone Feedback Management SMS Gateway	Per BU per month	£711.00
CXone Feedback Management SMS Long Code	Per Code per Month	£158.00

Omilia Pricing

Description	Unit	Price per Unit
Conversational Voice	Per Call	£0.25
Conversational Chat	Per Session	£0.17
Voice Biometrics: IVR-Side (add-on to Conversational Voice)	Per Call	£0.05
Omilia TalkGuard: IVR-Side (add-on to Conversational Voice), requires TalkGuard Managed Services	Per Call	£0.20
Voice Biometrics: Agent-Side	Per Call	£0.30
Agent-Side Omilia TalkGuard, requires TalkGuard Managed Services	Per Call	£0.45
Omilia TalkGuard Managed Services	Monthly Package	£50,000
Agent Assist Voice: Essentials	Per Call	£0.11
Agent Assist Voice: Enterprise	Per Call	£0.23
Agent Assist Chat: Essentials	Per Session	£0.07
Agent Assist Chat: Enterprise	Per Session	£0.16
Workforce AI (standalone; includes transcription)	Per Call	£0.25
Workforce AI (add-on to Agent Assist Voice; transcription not included)	Per Call	£0.18
Pathfinder Knowledge: Essentials – 150,000 invocations & 90MB	Monthly Subscription	£3,600
Pathfinder Knowledge: Commercial – 300,000 invocations & 150MB	Monthly Subscription	£8,000
Pathfinder Knowledge: Premier – 600,000 invocations & 300MB	Monthly Subscription	£14,000
Pathfinder Knowledge: Platinum – 1,200,000 invocations & 1GB	Monthly Subscription	£32,000
Pathfinder Builder: Essentials – up to 90MB	Monthly Subscription	£3,000
Pathfinder Builder: Commercial – up to 150MB	Monthly Subscription	£5,000
Pathfinder Builder: Premier – up to 300MB	Monthly Subscription	£10,000
Pathfinder Builder: Platinum – up to 1GB	Monthly Subscription	£30,000
Testing Studio Essentials (1-core, up to 5,000 cases)	Monthly Subscription	£1,500
Testing Studio Commercial (4-core, up to 12,000 cases)	Monthly Subscription	£3,000
Testing Studio Premier (8-core, up to 25,000 cases)	Monthly Subscription	£5,000
Testing Studio Platinum (8-core, up to 50,000 cases)	Monthly Subscription	£12,500

Omilia Synthetic Voice TTS (Text-to-Speech)	Per Million Characters	£14.00
Call Recordings Export Service – up to 50,000 calls per month	Monthly Subscription	£500
Call Recordings Export Service – up to 100,000 calls per month	Monthly Subscription	£1,000
Call Recordings Export Service – over 100,000 calls per month	Per Call	£0.009
Conversational Insights	Per User per Month	£250

Please Note: Any call exceeding 10 minutes duration will be charged in 10-minute increments.

PCI Pal Pricing

Assisted Secure Payments

Recurring Annual Licence Charges

Description	Unit	Price per Unit
Single Product Licence, e.g.: 'Key to Pay' or 'Click to Pay'	Per Named User	£276
Two Product Licence, e.g.: 'Key to Pay' and 'Click to Pay' Or 'Key to Pay' and 'Speak to Pay'	Per Named User	£360
Omnichannel Licence: 'Key to Pay', 'Speak to Pay' and 'Click to Pay'	Per Named User	£384

Recurring Annual Platform Charges

Description	Unit	Price per Unit
Platform Access Licence	Per Instance	£3,804
Payment Gateway Connector (BYO Gateway)	Per Gateway	£2,190
Multi-Region Cloud Support (1 Region inc. with Access Licence)	Per Region	£1,524

Setup and Services Rate Card

Description	Unit	Price per Unit
Guided Onboarding	Per Instance	£2,500
Professional Services	Per Day	£1,500
Training	Per Day	£1,500

Please note:

- Customer connection to PCI Pal is subject to design and scoping.
- Licence charges do not include customer connectivity costs (telephony) and are subject to final design and scoping.
- Setup and services pricing is provided as a rate card. Each implementation is subject to scoping and will be priced based on these rates.

Automated Secure Payments

Recurring Annual Licence Charges

Description	Unit	Price per Unit
Single Product Licence, e.g.: 'Key to Pay' or 'Click to Pay'	1,000 Transaction Attempts per Month	£2,280
Two Product Licence, e.g.: 'Key to Pay' and 'Click to Pay' Or 'Key to Pay' and 'Speak to Pay'	1,000 Transaction Attempts per Month	£2,964
Omnichannel Licence: 'Key to Pay', 'Speak to Pay' and 'Click to Pay'	1,000 Transaction Attempts per Month	£3,187

Recurring Annual Platform Charges

Description	Unit	Price per Unit
Platform Access Licence	Per Instance	£3,804
Payment Gateway Connector (BYO Gateway)	Per Gateway	£2,190
Multi-Region Cloud Support (1 Region inc. with Access Licence)	Per Region	£1,524

Setup and Services Rate Card

Description	Unit	Price per Unit
Guided Onboarding	Per Instance	£2,500
Professional Services	Per Day	£1,500
Training	Per Day	£1,500

Please note:

- Customer connection to PCI Pal is subject to design and scoping.
- Licence charges do not include customer connectivity costs (telephony) and are subject to final design and scoping.
- Setup and services pricing is provided as a rate card. Each implementation is subject to scoping and will be priced based on these rates.

PolyAI Pricing

Description	Price per Token
800,000 to 1,999,999 Tokens per Annum	£0.11
2,000,000 to 4,999,999 Tokens per Annum	£0.10
5,000,000 to 9,999,999 Tokens per Annum	£0.09
10,000,000+ Tokens per Annum	£0.08

Please note: One token is a single chat session or 30 seconds of voice.

Sycurio Pricing

Sycurio Voice

Agent Quantity	Unit	Price per Unit
Up to 100 Agents	Per Agent per Annum	£475
Up to 250 Agents	Per Agent per Annum	£335
Up to 500 Agents	Per Agent per Annum	£255
Up to 1,000 Agents	Per Agent per Annum	£235
Up to 2,500 Agents	Per Agent per Annum	£190
2,501+ Agents	Per Agent per Annum	£185

Sycurio Digital

Link Quantity	Unit	Price per Unit
Up to 60,000 Links	Per Link	£0.38
Up to 120,000 Links	Per Link	£0.36
Up to 300,000 Links	Per Link	£0.30
Up to 600,000 Links	Per Link	£0.28
600,001+ Links	Per Link	£0.24

IVR Recurring Charges

Transaction Quantity	Unit	Price per Unit
Up to 100,000 Transactions	Per Transaction	£0.37
Up to 250,000 Transactions	Per Transaction	£0.32
Up to 500,000 Transactions	Per Transaction	£0.28
500,001+ Transactions	Per Transaction	£0.23

Add-Ons

Description	Percentage Increase to Agent Price
Speech Recognition	25%
EPIC (Healthcare CRM)	20%

Please Note: Minimum contract value – £35,000 annually; price uplift of 15% for 12-month term and 10% for 24-month term applies.

Zendesk Pricing

Zendesk Suite

Description	Price per Agent, per Month (Monthly Commitment)	Price per Agent, per Month (Annual Commitment)						
	1+	1 - 9	10 - 19	20 - 49	50 - 99	100 - 249	250 - 499	500+
Employee Service Suite - Professional	£100.63	£73.98	£71.65	£68.53	£65.42	£62.30	£56.07	£52.18
Employee Service Suite - Enterprise	£156.63	£115.54	£111.90	£107.03	£102.17	£97.30	£87.57	£81.49
Zendesk Suite - Professional	£100.63	£73.98	£71.65	£68.53	£65.42	£62.30	£56.07	£52.18
Zendesk Suite - Enterprise	£156.63	£115.54	£111.90	£107.03	£102.17	£97.30	£87.57	£81.49
Zendesk Suite - Enterprise Plus	N/A	£170.41	£165.03	£157.85	£150.68	£143.50	£129.15	£120.18

Zendesk Support

Description	Price per Agent, per Month (Monthly Commitment)	Price per Agent, per Month (Annual Commitment)						
	1+	1 - 9	10 - 19	20 - 49	50 - 99	100 - 249	250 - 499	500+
Support Professional	£39.38	£32.42	£31.40	£30.03	£28.67	£27.30	£24.57	£22.86
Support Enterprise	£86.63	£65.67	£63.60	£60.83	£58.07	£55.30	£49.77	£46.31
Chat Team	£18.38	£13.30	£12.88	£12.32	£11.76	£11.20	£10.08	£9.38
Chat Professional	£36.75	£26.60	£25.76	£24.64	£23.52	£22.40	£20.16	£18.76
Chat Enterprise	£74.38	£54.03	£52.33	£50.05	£47.78	£45.50	£40.95	£38.11

Zendesk Bundle Pricing

Description	1+	1 - 9	10 - 19	20 - 49	50 - 99	100 - 249	250 - 499	500+
ELA (per month)	N/A	Up to 0%	Up to 0%	Up to 0%	Up to 0%	Up to 5%	Up to 5%	Up to 10%

Add-Ons for Zendesk Suite and / or Zendesk Support

Description	Price per Agent, per Month (Monthly Commitment)	Price per Agent, per Month (Annual Commitment)						
	1+	1 - 9	10 - 19	20 - 49	50 - 99	100 - 249	250 - 499	500+
Copilot	£35.00	£33.25	£32.20	£30.80	£29.40	£28.00	£25.20	£23.45
Support Advanced Data Privacy and Protection	£52.50	£37.41	£36.23	£34.65	£33.08	£31.50	£28.35	£26.38
Support Customer Lists & NPS Surveys	£32.38	£23.28	£22.54	£21.56	£20.58	£19.60	£17.64	£16.42
Support High Volume API	£32.38	£23.28	£22.54	£21.56	£20.58	£19.60	£17.64	£16.42
Light Agent	£14.88	£12.47	£12.08	£11.55	£11.03	£10.50	£9.45	£8.79
Support Productivity Pack	£32.38	£23.28	£22.54	£21.56	£20.58	£19.60	£17.64	£16.42
Support Collaboration	£32.38	£23.28	£22.54	£21.56	£20.58	£19.60	£17.64	£16.42
Support Multibrand (unlimited brands)	£50.75	£36.58	£35.42	£33.88	£32.34	£30.80	£27.72	£25.80
Support Social Messaging	£7.00	£4.99	£4.83	£4.62	£4.41	£4.20	£3.78	£3.52
Support Data Centre Location	£50.75	£36.58	£35.42	£33.88	£32.34	£30.80	£27.72	£25.80
Talk Team	£24.50	£17.46	£16.91	£16.17	£15.44	£14.70	£13.23	£12.31
Talk Professional	£62.13	£44.89	£43.47	£41.58	£39.69	£37.80	£34.02	£31.66
Talk Enterprise	£112.00	£81.46	£78.89	£75.46	£72.03	£68.60	£61.74	£57.45
Talk Partner Edition	£13.13	£9.14	£8.86	£8.47	£8.09	£7.70	£6.93	£6.45
Guide Professional	£20.13	£14.13	£13.69	£13.09	£12.50	£11.90	£10.71	£9.97

Guide Enterprise	£36.75	£26.60	£25.76	£24.64	£23.52	£22.40	£20.16	£18.76
Gather Professional	£13.13	£9.14	£8.86	£8.47	£8.09	£7.70	£6.93	£6.45
Explore Professional	£13.13	£9.14	£8.86	£8.47	£8.09	£7.70	£6.93	£6.45
Explore Enterprise	£36.75	£26.60	£25.76	£24.64	£23.52	£22.40	£20.16	£18.76
Zendesk Workforce Management	£26.25	£19.12	£18.52	£17.71	£16.91	£16.10	£14.49	£13.48
Zendesk Workforce Engagement Bundle	£45.50	£33.25	£32.20	£30.80	£29.40	£28.00	£25.20	£23.45
Zendesk Quality Assurance	£34.13	£24.94	£24.15	£23.10	£22.05	£21.00	£18.90	£17.59
Contact Centre	£49.88	£36.58	£35.42	£33.88	£32.34	£30.80	£27.72	£25.80
Support: Enhanced Disaster Recovery	£32.38	£23.28	£22.54	£21.56	£20.58	£19.60	£17.64	£16.42
Support: Advanced Compliance	£32.38	£23.28	£22.54	£21.56	£20.58	£19.60	£17.64	£16.42
Support More Storage - 500 MB (Data) and 25 GB	£63.00	£38.50	£38.50	£38.50	£38.50	£38.50	£38.50	£38.50
WhatsApp Phone Number	£88.38	£53.90	£53.90	£53.90	£53.90	£53.90	£53.90	£53.90
Generative Search Extender	£481.25	£297.50	£297.50	£297.50	£297.50	£297.50	£297.50	£297.50

Notes

- All prices exclude VAT which will be added to each invoice at the prevailing rate.
- Any travel and expenses will be invoiced separately at cost.
- All pricing is subject to further scoping.
- Number porting charges may apply.
- Some services may require direct DPAs with our vendor partners.
- Minimum user numbers / commitments may apply.
- Many of the services include allowances, such as data storage and telco minutes. Route 101 can advise on the most appropriate options available.
- Where required, Route 101 will assist with the most appropriate connectivity design based on options from within our catalogue.
- Telco costs may apply; these can be made available by vendor rate card.
- Usage charges may apply, e.g. out of bundle storage costs.
- Amazon Connect: Pricing has been converted to GBP from USD and is subject to exchange rate fluctuations. Route 101 applies the prevailing exchange rate to all Amazon Connect pricing on a monthly basis. We will provide accurate pricing and advise of its validity period at the point of enquiry.
- Zendesk: Agent Months can be offered for applicable products, for a bundle of licences which can be consumed across the contract term; subject to minimum annual licence costs of £100k.
- Zendesk: Add-on quantities are aligned to the underlying quantities of Zendesk Suite licences.