

Build a better Citizen Experience.



G-Cloud 15 Route 101 CXP 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 Citizen Experience Platform (CXP)

Route 101's Citizen Experience Platform (CXP) is a secure, cloud-based solution that brings all citizen contact channels together in one place. It replaces fragmented systems with a single platform for voice, chat, email, social messaging, automation and reporting, helping public sector organisations deliver consistent and accessible services.

Designed for resilience and flexibility, CXP provides a unified architecture with UK hosting, strong security controls and support for hybrid working. Automation and AI features enhance both citizen journeys and agent performance, improving efficiency, reducing friction and supporting data-driven decision making.

CXP gives supervisors full visibility through integrated reporting, quality tools and workforce management. With flexible licensing options and continuous optimisation from Route 101, the platform provides a scalable foundation for modernising citizen services.

Key benefits include:

- A single cloud platform for all voice and digital interactions
- Built-in automation and AI for improved speed and service quality
- Unified reporting, recording and workforce management
- UK hosting and strong compliance with public sector standards
- Scalable, accessible and designed to support continuous improvement

Further Information

Please see the accompanying "G-Cloud 15 Route 101 CXP Software Service Definition" document for more information. Please also 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.

Route 101 Citizen Experience Platform (CXP) Pricing

Volume of Agents	CXP Core per Agent per Month	CXP Perform per Agent per Month	CXP Insight per Agent per Month
1 to 100	£80	£95	£110
101 to 200	£65	£80	£95
201 to 300	£55	£70	£85
301 to 500	£50	£55	£70
501 to 1,000	£45	£50	£65
1,001+	£40	£45	£60

CXP Core – Contact Channels: Provides the foundational contact centre capabilities, including voice and digital channels, call handling, routing, and basic interaction management. Ideal for organisations looking to manage citizen or customer interactions efficiently through a single platform.

CXP Perform – Workforce Engagement: Builds on CXP Core capabilities with workforce and engagement features. Supports improved service delivery, operational oversight, and team efficiency.

CXP Insight – Analytics and AI: Includes all features of Core and Perform, plus AI and analytics tools. Supports data-driven decision making, performance improvement and strategic planning for citizen services.

CXP Optional Add-Ons

Add these items to your chosen bundle; charged per licence per month.

Description	1-100 Agents	101-500 Agents	501+
Screen Recording	£7.50	£5.00	£4.00
Workforce Management	£13.00	£11.00	£9.00
Quality Management	£16.50	£14.00	£10.00
Analytics	£20.00	£15.00	£12.50
PCI – DTMF Masking	£25.00	£18.00	£15.00
CRM Integration	£7.50	£6.00	£5.00

Add these items to your chosen bundle; charged per session per month.

Description	1-20k Sessions	20,001 to 100k Sessions	100,001-500k Sessions	500,001+ Sessions
Conversational AI	£0.30	£0.25	£0.20	£0.15
Agent Assist AI	£0.18	£0.15	£0.12	£0.10

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 & Implementation: We provide full architecture design, configuration, IVR development, channel enablement, platform deployment, testing, training, and consultancy services, using our own qualified expert technical resources.

Support & Service Management: Route 101 offers a tiered support service, with options to include 24x7 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.

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.
- All pricing is provided on the assumption of a minimum 12-month term, billed annually in advance.
- 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.