

Build a better Citizen Experience.



G-Cloud 15 Amazon Connect Software Pricing

Route 101

Powered by Route 101

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Route 101 and Amazon Connect

Route 101 is a leading cloud systems integrator, working with a portfolio of vendor partners to deliver technology platforms that enable our customers to provide exceptional customer experiences. We have internal expertise on the systems we provide, and we have strong relationships with our partners, which we use to champion the needs of our customers within these organisations. Our customers love how proactive we are, making access to market leading technology more manageable and user-focused thanks to our team of experts.

With Route 101 and Amazon Connect, you can expect:

Fast Setup: You can set up a cloud contact centre in just a few minutes, onboarding agents and helping customers right away. A drag-and-drop editor lets you create flows that define efficient and effective customer interactions, without any coding.

Improved Experiences for Agents and Customers: Your agents and customers will have a seamless experience when switching between voice and chat channels. Amazon Connect includes a unified set of tools for skills-based routing, powerful real-time and historical analytics, and intuitive management tools.

High Scalability and Reliability: You can scale your contact centre up or down to meet changing business demands, without deploying or managing infrastructure. Amazon Connect on AWS is more available, fault tolerant, and scalable than other systems that use a single data centre.

Easy to Use and Maintain: Your administrators will use a self-service interface to design optimal customer interactions with your contact centre. Your developers can take advantage of powerful and secure APIs and SDKs to further integrate, configure, and control your contact centre.

Flexible Pay-as-You-Go Pricing: You pay for Amazon Connect as you use the service, without making long-term commitments or paying upfront charges. There is no minimum monthly fee. As an on-demand service, pricing is not based on capacity, agent seats, or maintenance fees. It is simply based on usage, along with associated telephony and messaging charges.

Further Information

Please see the accompanying "G-Cloud 15 Amazon Connect Software Service Definition" document for more information.

Please also see our "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.

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.

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.
- 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.
- Number porting charges may apply.
- Some services may require direct DPAs with our vendor partners.
- Minimum user numbers / commitment 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.