

Case Manager				
Standard License Fee			User/Org	
License Fee per User	£	1,000	per annum	Paid in advance, minimum of 5 users, 3 months notice of termination, 30 day payment terms Paid in advance, minimum of 5 users, 3 months notice of termination, 30 day payment terms <i>For occasional users, we calculate an FTE equivalent fee based on usage</i>
	£	300	per quarter	
Request Channel Primary Channel - Mail / Message / API Channel Partition				Org One channel is included - Microsoft O365 or Exchange, Google Gmail, Teams, Slack, Web Portal API Unlimited number of mailboxes or message channels / rooms <i>Others channels can be built on request and may require an upfront T&M fee</i> <i>Running costs are driven by mail volume and the number of concurrent users - thus the number of users is basis of fees</i>
Deployment Tenancy Security Partition Geographic Region Availability				Org Secure high availability multi-tenant instance with logical partition between clients Username & password integrated with a client's SSO solution if available with Jaid managed RBAC Unlimited number of isolated organisational partitions Any existing standard AWS region is available in Europe or North America Instances are distributed across multiple zones for high availability with DR to a separate region <i>New regions or those with unusually high compute attract additional fee until 5 clients on instance</i>
Standard Features Omni-channel Case Inbox Nested Cases with Merge & Split Case Comments Configurable Case Attributes Manual Assignable Tasks SLA Monitoring & Alerts Standard Management Dashboard Management Reporting API Counterparty Reference Data				Org Consolidated case, communications and task management with inbox and tabular views Includes optional multiple-intent model training Shared comments attached to cases Any attributes can be set up and populated by a human or model User defined assignable delegation and approval tasks with communication flow User configurable alerts to highlight breaches of defined deadlines Summary, team and user level case status and flow metrics All case data can be extracted using a REST API to feed external reporting solutions Straightforward storage of client and counterparty data or retrieval via an API is included
AI Models Request Type Classification				Org Typically, we custom train a primary request type classification for case routing
Additional Features				
		<u>Set-up</u>	<u>Recurring</u>	Org
Translation				
Inbound message translation - Cat A languages	£		100	Org Translate inbound messages into English
Inbound message translation - Cat B languages	£		150	User Translate inbound messages into English
Outbound message translation - Cat A languages	£		150	Org Translates outbound message into specified language
Outbound message translation - Cat B languages	£		200	User Translates outbound message into specified language <i>Category A languages: PT, ES, FR, DE, IT, ...</i> <i>Category B languages: ZH, FI, RU, JA, AR, ...</i> <i>Fair use applies. Assumes < 10% cases require translation.</i>
Additional AI Models Additional Classification Case Attribute Recognition (NER) T&M with examples				Additional models can be trained to determine for example, priority or other request dimensions Additional models can be trained to extract key case attributes from messages <i>For very complex requirements e.g. where large models are required, additional training effort and compute fees may apply</i>
Additional Request Channels Internal Message - Case Initiated	£		50	Org Slack or Teams with internal communications must be initiated from the case manager to maintain context

Internal Message - Message Initiated	£	100	Communications can be initiated in the message channel with a rule or model required to extract case context	
Web Portal / API - Separate	£	50	When additional to the primary channel, no cross-channel correlation is included as standard	
Web Portal / API - Correlated	£	100	A rule or model will be deployed to correlate requests about the same case - may require training fees <i>Does not include cross channel message correlation (requires additional correlation model)</i>	
Agentic Tasks / Automation				Org
Agentic Tasks per User	£	100	AI determined tasks based on classification and rules	
Task Automations per Agent	£	1,000	Assumes that the system required for the action has been integrated or there is an open API	
Deployment variations				
Single-tenant	+ 10% on annual fee		Secure high availability single-tenant instance with physical partition between clients	Org
Client Managed	+ 10% on annual fee		Jaid deployed in the client's cloud - this creates additional support and deployment complexity for Jaid	
Non-standard & Large Language Models				Org
Large Models	+ 10% on annual fee		When it is necessary to deploy higher compute large language models to discern intent	
Generative Models	+ 10% on annual fee		When it is necessary to deploy zero shot / prompt engineering due to limited or complex data	
Complex multi-model model configurations	£	5,000	20%	
Context Vault [Reference Library?] (RAG)				Org
Initial set-up and document processing	£	10,000	20%	Includes 1000 documents recurring 20% fee covers maintaining and re-embedding as required
Additional documents batch processing	£	5,000	20%	
Natural Language				
Natural Language Case Queries	+ 10% on annual fee		Enables users to query the case attributes and associated communications using natural language	User
Email Chain Summaries	+ 10% on annual fee		Provides a summary to quickly determine requets intent without having to read through long email chains	Org
Case Activity Analysis	+ 10% on annual fee		Provides insight into the case activity to highlight issues or anomalies	Org
Agent Assist				
Smart Reply	£	250	One-click "Generate reply" using case context for agent review.	User
Smart Fill	£	150	Automatic selection of template with auto-filled entity fields.	User
Smart Documents				
Attachment OCR + Entity Extraction	£	250	Identifies entities and key information in attachments and appends them to the case. <i>Fair use applies. Assumes < 10% cases require document processing.</i>	Org
Advanced Insights				
Similar Case Identification	£	250	Shows historically similar cases.	Org
Queryable Dashboards	£	500	Transform NLQs into data queries and automatically generates interactive dashboards.	User
Integration & Customisations (T&M with example costs provided)				
Additional Request Channels				
	Set-up	Recurring		
Additional Custom Request Channel	£	10,000	20%	Client's proprietary internal channels or an unsupported and uncommon 3rd party provider
3rd Party Case Manager - Update	£	20,000	20%	Uni-directional update of external CMS such as Salesforce to provide centralised information
3rd Party Case Manager - Synchronisation	£	40,000	20%	Full bi-directional synchronisation with 3rd party CMS such as Salesforce
Processing System Integration (Query)	£	20,000	20%	Delivered and includes batches of 5 associated automation agents
Processing System Integration (Action)	£	40,000	20%	Delivered and includes batches of 5 associated automation agents
Task-based workflow set-up	£	1,000		- T&M to assist in the initial setup of task-based workflow
Custom BPMB workflow setup	£	10,000	20%	T&M to assist in the initial setup and maintenance of complex custom BPMN workflows
Gym Model Training				
License Fee per User				
	£	2,500	per annum	Paid in advance, minimum of 5 users, 3 months notice of termination
	£	250	per month	Paid in advance, minimum of 10 users, 1 month notice of termination