

Great Wave AI Pricing

	Discovery	Get Started	Essential	Enterprise	Enterprise Plus	Custom
Purpose	For developing and testing PoCs	For limited live use-cases within small teams	Live use-cases for small organisations	Live use-cases for enterprise organisations	Live use-cases for global scale organisations	For outlier deployments
Licence	A one-off fee will be agreed to facilitate scan or pilot of use-cases	£2,350 / month	£4,800 / month	£11,250 / month	£17,500 / month	Custom
Interactions		7,500 interactions per month	20,000 interactions per month	50,000 interactions per month	100,000 interactions per month	Custom
Agents		15	40	100	200	Custom
Platform Users		15	30	Unlimited	Unlimited	Unlimited
Agent Users		Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Environment		Region Shared	Region Shared	Dedicated or Self Hosted	Dedicated or Self Hosted	Custom
Identity		User Accounts for Platform access Password for Agent access	Single Sign-on	Single Sign-on	Single Sign-on	Single Sign-on
Enablement Hours Included		0	4 / month	10 / month	20 / month	Custom
Support		Get Started	Essential	Enterprise	Enterprise+	Custom

Great Wave AI Support

	Discovery	Get Started	Essential	Enterprise	Enterprise+	Custom
Availability	-	9am - 5pm UK Monday - Friday	9am - 5pm UK Monday - Friday	9am - 5pm UK Monday - Friday	8am - 6pm UK Monday - Friday	Custom
Uptime Commitment	-	-	99.9% during business hours	99.9% during business hours	99.9% during business hours	Custom
Channel	-	Email (Teams call may be arranged if required)	Email (Teams call may be arranged if required)	Email (Teams call may be arranged if required)	Email (Teams call may be arranged if required)	Custom
Additional Features	-	-	-	Custom Release Schedule	Custom Release Schedule, Dedicated P1 Phone Number	Custom
P1 Critical Response	-	24 business hours	8 business hours	4 business hours	1 business hour	Unlimited
P2 High Response	-	48 business hours	16 business hours	8 business hours	4 business hours	Unlimited
P3 Medium Response	-	48 business hours	24 business hours	16 business hours	8 business hours	Custom
P4 Low Response	-	48 business hours	48 business hours	24 business hours	16 business hours	Custom