



G-Cloud 15 Pricing Information

Zoom Contact Centre & CX

Omnichannel Cloud CCaaS Platform

Lot 2b



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Pricing Overview

Zoom Contact Centre pricing is detailed in our pricing document. Pricing must include the core components listed below:

- Zoom Contact Centre Licenses
- Voice
- Carriage Charges
- Professional Services
- Support

For any questions we are happy to provide a free of charge, no obligation, pricing workshop with one of our specialists.

Please note:

- Deals and time limited discounts may be available please speak to the contact provided in this document for any available offers.
- Individual Prices may increase during the contract as per CCS guidelines.

Contact Center Core Services

Zoom Contact Center Licenses

Zoom Contact Center provides a range of licenses and add-on options to fit various business needs and requirements. Fundamentally, every Zoom contact center user requires at minimum a Zoom Contact Center license to use the service in any capacity; however, feature access and availability will depend on the type of license and add-ons provisioned to each user. The following sections detail Zoom Contact Center's licensing and add-ons.

	Essentials*	Premium*	Elite*
Voice, Video, Chat, SMS Channels	Yes	Yes	Yes
Flow Editor	Yes	Yes	Yes
Interactive Voice Receptionist	Yes	Yes	Yes
Real-Time Transcription	Yes	Yes	Yes
Remote Control	Yes	Yes	Yes
Agent CTI Integration	Yes	Yes	Yes
Surveys	Yes	Yes	Yes
PII Redaction	Yes	Yes	Yes

Customer Managed Key Encryption Support	Yes	Yes	Yes
Zoom AI Companion	Yes	Yes	Yes
Reporting and Analytics	Yes	Yes	Yes
Email Contact Channel	No	Yes	Yes
Social Media Support (Messaging Channel)	No	Yes	Yes
Automated Outbound Dialers	No	Yes	Yes
Cobrowse	No	Yes	Yes
AI Expert Assist	*Add-On	*Add-On	Yes
Zoom Quality Management	*Add-On	*Add-On	Yes
Zoom Workforce Management	*Add-On	*Add-On	Yes

Licenses can be purchased as either named or concurrent. Named licenses function on a one-license-per-user basis. Users must be individually assigned or unassigned licenses to gain or lose access to the service.

If an organization has 100 named Zoom Contact Center licenses, they can assign them to 100 users to grant access to the service. If an additional user—let’s say a new team member—requires access, they would need to unassign a license from one of the existing 100 users and reassign it to the new user, as the total number of licenses can’t exceed 100.

Concurrent licenses function on a shared occupancy basis, allowing groups of users to collectively share and borrow Zoom Contact Center licenses, up to the account’s maximum. This affords contact centers flexibility and can reduce the need to actively manage license assignments.

If an organization has 100 concurrent Zoom Contact Center licenses. These licenses can be shared among a larger pool of users—say, over 250 employees— provided no more than 100 users are actively utilizing the licenses simultaneously. For instance, if 100 users are logged in and actively working in the contact center, and five users clock out at the end of their shift, those five licenses become available for other users to log in and begin working.

If the number of active users exceeds the 100-license limit—such as 105 users logging in simultaneously—the account might* incur overage charges, which will be reflected in the next billing cycle. This shared occupancy model provides flexibility and minimizes the need for individual license management.

Zoom Contact Center includes a 30 minute “grace period” for concurrent license usage that will not incur a charge. This is designed to prevent unintended overages during a shift change where agents may briefly oversubscribe an account’s license allotment.

	Monthly	Annual	3 Year Prepay
Essentials	£57.76	£562.69	£1,563.01
Premium	£91.12	£909.67	£2465.50
Elite	£137.06	£1369.10	£3713.71
Concurrent Essentials Usage	£91.12	£909.67	£2,465.60
Concurrent Premium Usage	£123.28	£1,232.80	£3,338.51
Concurrent Elite Usage	£173.82	£1,736.64	£4,709.14

Voice

Buyers should include either CloudClevr Voice Enablement or Zoom Native Voice with any contact centre solution.

Product	Description	One-off	Cost per Month
CloudClevr Voice Enablement	Various bundles available for BYOC option.	£0	POA
Zoom Native Voice	PAYG Rate Card plus an inbound per minute charge £0.0015* * Monthly or Annual Audio Commits are available (Min £75 per month) that then acts as credit against inbound/outbound calls. The higher the audio commit the lower the outbound call rates. We analyse 12 months of usage to find an average per month to give an idea of Buyer’s committed usage.	£0	£0

Tariff rate cards apply to both CloudClevr Voice Enablement and Zoom Native Voice. Rate cards should be obtained from CloudClevr to ensure rates are up to date.

Carriage Charges

Both CloudClevr Voice Enablement and Zoom Native Voice have carriage charges associated and should be considered as part of the TCO – can be provided upon request to ensure charges are up to date and reflect up to date currency exchange rates.

Professional Services

Optimise your workspace for collaboration and communication with the help of our experts. We can provide flexible services to provide as much hands-on assistance as required to help navigate every step of the process from design, development, project management to deployment and installation. All of the below are one-off charges.

Professional Services	Price per Day (£ to 2 decimal places)
Installation / Configuration Engineer (Onsite)	£1000.00
Senior Project Manager	£1000.00
Training/Floor walker (Onsite)	£800.00
Out of Hours Installation Engineer Half Day (Onsite)	£900.00
Out of Hours Installation Engineer Full Day (Onsite)	£1500.00
Online Event Consulting	POA
Other/Bespoke	POA

Contact Centre Add-On Services

Contact Centre

In addition to the core licenses for Zoom Contact Center, the following add-on licenses are available for purchase.

Zoom Phone

Zoom Phone is a licensing option that provides advanced features for users compared to the Common Area Phone. It includes functionalities such as auto receptionist, call queues, and the ability to handle up to four concurrent calls. Users with a Zoom Phone license can access features like voicemail transcription, call recording, and support for multiple devices, including desktop and mobile apps. To utilize these features, users must have a Zoom Workplace license or a standalone Zoom Phone calling plan, along with the necessary account privileges.

	Monthly	Annual	3 Year Prepay
Zoom Phone	£6.40	£77.00	£196.00

Zoom Phone for Microsoft Teams

Zoom Phone for Microsoft Teams allows users to make and receive calls using Zoom Phone numbers directly within the Microsoft Teams app. This integration utilizes Microsoft's Direct Routing capabilities, enabling seamless communication without the need for additional plugins. To use this feature, users must have a Pro, Business, or Enterprise Zoom account, a Zoom Phone plan, and appropriate Microsoft licensing. For opportunities involving Microsoft Teams and/or direct routing; Zoom will provide the PTSN numbers for inbound/outbound calling.

	Monthly	Annual	3 Year Prepay
Zoom Phone for Microsoft Teams	£2.22	£22.20	£59.94

Zoom Virtual Agent

Zoom Virtual Agent (ZVA) is a generative-AI solution that uses an agentic framework and advanced reasoning to deliver empathetic conversations, resolve complex issues, and enable self-service on the voice channel. The platform is designed to enhance customer support across various channels, including websites, mobile apps, and phone systems.

It allows businesses to create voice agents for phone interactions and chat agents for web or in-app support, all managed through Zoom's AI Studio. It offers features such as natural language processing, easy integration with existing systems, and customizable agent

behaviour to align with brand identity. It is available as a standalone product or as an add-on to Zoom Contact Center, requiring specific account privileges and licenses for use.

	Monthly Prepay Monthly Usage (Purchased in increments of 500)	Annual Prepay Annual Usage (Purchased in increments of 5000)
Zoom Virtual Agent for Voice	£0.23	£0.20
Zoom Virtual Agent for Voice	£0.22	£0.19
Zoom Virtual Agent for Voice	£0.21	£0.18
Zoom Virtual Agent for Voice	£0.20	£0.17
Zoom Virtual Agent for Voice	£0.19	£0.16
Zoom Virtual Agent for Voice	£0.18	£0.15
Zoom Virtual Agent for Voice	£0.17	£0.15
Zoom Virtual Agent for Chat	£0.38	£0.32
Zoom Virtual Agent for Chat	£0.37	£0.31
Zoom Virtual Agent for Chat	£0.36	£0.30
Zoom Virtual Agent for Chat	£0.35	£0.29
Zoom Virtual Agent for Chat	£0.34	£0.28
Zoom Virtual Agent for Chat	£0.33	£0.27
Zoom Virtual Agent for Chat	£0.32	£0.26

**Overage fees may apply.*

Zoom Workforce Management

Zoom Workforce Management ensures that contact centers have the appropriate number of agents scheduled to meet customer demands. It automates forecasting using planning data from Zoom Contact Center to estimate agent headcount, predict workloads, and manage operations in real time. Agents can view their schedules through an intuitive interface. Admins can set up Workforce Management by creating activities, schedules, and shifts, and can use forecasting to align schedules with organizational needs. Requirements for setup include a Zoom Contact Center license, a Zoom Workforce Management license, and admin privileges.

	Monthly	Annual	3 Year Prepay
Zoom Workforce Management	£14.80	£177.60	£532.80

Quality Management

Zoom Quality Management is a centralized platform designed for reviewing and evaluating voice and video interactions within the Zoom Contact Center. It includes speech analytics and generative AI to source insights from recordings from Zoom Contact Center and allows customers to manage agent performance through the use of scorecards and associated reporting and analytics

Zoom Advanced Quality Management is designed to help contact centers track and analyze customer interactions and measure agent performance at scale using generative AI while providing actionable insights, and proactively identify areas for improvement while maintaining organizational compliance

	Monthly	Annual	3 Year Prepay
Zoom Quality Management	£24.00	£288.00	£864.00
Zoom Advanced Quality Management	£48.00	£576.00	£1,728.00

AI Expert Assist

Zoom AI Expert Assist is a feature within the Zoom Contact Center that enhances agent capabilities by providing real-time assistance during customer interactions. It includes but not limited to:

- Intent detection, where agents can receive feedback on the accuracy of detected intents
- Access to contextual information retrieval from third-party systems based on customer intent
- Generating next steps and action items for more efficient follow up
- Presenting an engagement wrap-up consisting of a summary of issues and/or summary of the resolution of the interaction

AI Expert Assist is available to users with specific Zoom Contact Center licenses, including the Elite package or as an add-on for Essentials and Premium packages. Agents can provide feedback on intent results, and admins can configure settings to optimize the use of AI Expert Assist across multiple instances.

	Monthly*	Annual*	3 Year Prepay*
Zoom AI Expert Assist	£32.00	£384.00	£1,152.00

Zoom AI Expert Assist Concurrent	£40.00	£480.00	£1,440.00
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**Overage fees may apply.*

Agentless Dialer

Within Zoom Contact Center, the “Agentless Dialer” campaign type is an outbound campaign mode where calls are automatically placed by the system without a live agent initiating them and plays a prerecorded message without agent intervention. PSTN will be charged separately.

	Monthly Prepay Monthly Usage	Annual Prepay Annual Usage
Agentless Dialer	£0.036	£0.030
Agentless Dialer	£0.035	£0.029
Agentless Dialer	£0.033	£0.028
Agentless Dialer	£0.032	£0.026
Agentless Dialer	£0.031	£0.026
Agentless Dialer	£0.029	£0.024
Agentless Dialer	£0.028	£0.023

**All rates will be subject to the latest exchange rate at the time of quote/contract. Overage fees may apply.*

Zoom Contact Centre for Service Cloud Voice

Zoom Contact Center for Service Cloud Voice seamlessly integrates voice engagements with CRM data by incorporating telephony components within the Salesforce Omni-Channel widget. Through this integration, agents can enhance their productivity as it eliminates Toggle Tax and delivers a unified, single pane of glass experience.

	Monthly	Annual	3 Year Prepay
Zoom Contact Center for Service Cloud Voice	£16.00	£156.00	£468.00
Zoom Contact Center Concurrent for Service Cloud Voice*	£28.00	£268.80	£806.40

**Overage fee may apply.*

Zoom Workplace

Zoom Workplace is an AI-powered collaboration platform that helps you streamline communications, increase employee engagement, optimize in-person time, and improve productivity. There are different license tiers available for Zoom Workplace, see below table for features and functionality.

Workplace Pro	Workplace Business	Workplace Business Plus	Workplace Enterprise
Host up to 100 attendees. Bundle includes 3 Whiteboards, 10 GB Cloud Recording (per license), Transcription, Clips Plus, Notes, Chat, Mail, Calendar, and AI Companion.	Host up to 300 attendees. Bundle includes 10GB Cloud Recording (per license), Unlimited Whiteboards, Transcription, Scheduler, Clips Plus, Notes, Chat, Mail, Calendar, AI Companion, and SSO, Branding, and Managed Domain.	Host up to 300 attendees. Bundle includes 15GB Cloud Recording (per license), Unlimited Whiteboards, Workspace Reservation, Zoom Phone Pro, Regional Unlimited Calling, Translation, Transcription, Scheduler, Clips Plus, Visitor Management, Notes, Chat, Mail, Calendar, AI Companion, and SSO, Branding, and Managed Domain. Business Plus with Unlimited Regional Calling is available in the USA and Canada, UK and Ireland, Australia and New Zealand, and Japan.	Zoom Workplace Enterprise Essentials Named Host Plan includes 500 Meeting capacity, 500 Webinar attendee capacity, unlimited Cloud Recording Storage for Meetings, Zoom Room and Conference Room Connector (at a 1:25 ratio), Workspace Reservation for Zoom enabled spaces, unlimited Whiteboard, and Translated Captions.
Workplace for Frontline	Workplace for Clinicians		
Zoom Workplace for Frontline is a mobile	Clinical Notes is a critical, high-value		

solution aimed at improving communication and efficiency for frontline workers. Integrated into the Zoom Workplace mobile app, it offers essential tools for shift-based teams, including:

- **On-Shift Communications:** Features like Shift Chat for quick messaging, and Call & Push-to-Talk for real-time voice communication.
- **Work & Task Coordination:** Managers can assign and track tasks with real-time updates.
- **Shift & Workforce Management:** Workers can view schedules, swap shifts, and receive updates, along with the ability to disable notifications when off-shift to support work-life balance.

To use Zoom Workplace for Frontline, users need a Zoom Workplace for Frontline license and the Zoom Workplace mobile app (version 6.4.5 or higher). Additionally,

need for telemedicine and in-person encounters for documenting medical conversations, entry into EHR, and getting reimbursed.

integration with UKG accounts is available for managing on-shift actions.

	Monthly	Annual	3 Year Prepay
Zoom Workplace Pro	£12.99	£129.90	£389.70
Zoom Workplace Business	£17.49	£174.90	£524.70
Zoom Workplace Business Plus	£20.49	£204.90	£554.77
Zoom Workplace Enterprise (Ent + Prem)	£16.28	£162.80	£440.78
Zoom Workplace Enterprise Plus	£22.20	£222.00	£601.07
Zoom Workplace Enterprise Premier UK/Ireland	£25.90	£259.00	£699.30
Zoom Workplace Enterprise ELA		£192.00	£576.00
Zoom Workplace Enterprise Essentials Named Host Plan	£16.28	£162.80	£439.56
Zoom Workplace Enterprise Essentials Active Host Plan	£19.98	£199.80	
Zoom Workplace for Education School and Campus	£7.40	£88.80	
Zoom Workplace for Education School and Campus Plus UK/Ireland	£11.10	£133.20	

Zoom Workplace for Education Enterprise Premier UK/Ireland	£16.00	£177.60	
Zoom Workplace for Education Enterprise Essentials	£8.14	£97.68	
Zoom Workplace for Education Enterprise Plus	£11.10	£133.20	
Zoom Workplace for Education Enterprise Higher Ed Student	Available to higher education customers who purchase one of the Zoom One Education bundles only.	Available to higher education customers who purchase one of the Zoom One Education bundles only.	
Zoom Workplace for Clinicians	£200.00	£2,400.00	£7,200.00

Large Meeting

A large meeting in Zoom allows up to 500 or 1,000 interactive participants, depending on the purchased capacity. To host a large meeting, the host must be a licensed user assigned the Large Meeting add-on. It's important to follow best practices for managing large meetings to ensure a smooth experience.

	Monthly	Annual	3 Year Prepay
500 Participants	£40.00	£480.00	£1,296.00
1000 Participants	£119.00	£1,190.00	£3,570.00
3000 Participants	£792.00	£7,920.00	£23,760.00
5000 Participants	£1,992.00	£19,920.00	£59,760.00

Webinar

Zoom Webinars allow hosts to broadcast a meeting to a large audience, with capacities ranging from 500 to 50,000 view-only attendees, depending on the license. Zoom Webinars includes webinar sessions for up to 30 hours long, 100+ interactive video panelists, 49 viewable on screen at one time, branded webinar with matching virtual backgrounds, name tags and backslash, built-in practice sessions, and performance and audience engagement reports.

Hosts and panelists can share video, audio, and content, while attendees can interact through chat, polls, quizzes and Q&A options. Webinars can require pre-registration, and hosts can customize registration questions or allow attendees to join via a link without registration. They can be one-time events, part of a series, or repeated sessions. A licensed user with the Webinar Add-on is required to host a webinar, along with the appropriate Zoom desktop or mobile app version.

Available to buyers is Zoom Webinars Plus which is an all-in-one a single session event platform with the power to create virtual and hybrid experiences that attendees will love. Capacity is based on attendees. We can offer attendee credits over an unlimited amount of events in a 12 month period, or a number of attendees per event for an unlimited amount of events.

You can add additional hosts and co-editors for Zoom Webinars.

	Monthly	Annual	3 Year Prepay
Webinar 300	£71.00	£640.00	£1,920.00
Webinar 500	£103.20	£800.00	£2,400.00
Webinar 1,000	£272.00	£2,720.00	£8,160.00
Webinar 3,000	£792.00	£7,920.00	£23,760.00
Webinar 5,000	£1,992.00	£19,920.00	£59,760.00
Webinar 10,000	£4,000.00	£40,000.00	£120,000.00
Webinar 20,000	£6,400.00	£64,000.00	£192,000.00
Webinar 30,000	£7,200.00	£72,000.00	£216,000.00
Webinar 50,000	£9,600.00	£96,000.00	£288,000.00

Zoom Events

Zoom Events is a platform designed for creating and hosting a variety of virtual experiences. It allows hosts to manage branded event hubs, track ticketing and registration, control user access, and facilitate networking among attendees. The platform is suitable for businesses and organizations of all sizes. Hosts need a Pro, Business, Enterprise, or Education account, along with a Zoom Events Unlimited or Pay Per Attendee license, and a Stripe or PayPal Business account for paid events. Attendees require a basic or higher Zoom account and compatible devices or browsers to access events.

Quantity refers to the total number of attendees/year. Overages will incur if exceed number of attendees purchased.

You can add hosts and co-editors for Zoom Events with additional licensing.

	Monthly	Annual	3 Year Prepay
Event 100 Unlimited	£110.00	£1,100.00	£2,978.25
Event 500 Unlimited	£369.00	£3,690.00	£9,990.68
Event 1,000 Unlimited	£702.00	£7,020.00	£19,006.65
Event 3,000 Unlimited	£1960.00	£19,600.00	£53,067.00
Event 5,000 Unlimited	£3,144.00	£31,440.00	£85,123.80
Event 10,000 Unlimited	£6,246.00	£62,460.00	£169,110.45
Event 20,000 Unlimited	£10,005.00	£100,050.00	£270,885.38
Event 30,000 Unlimited	£11,255.00	£112,550.00	£304,729.13
Event 50,000 Unlimited	£14,053.00	£140,530.00	£380,484.98
Webinar Plus 100	£73.00	£730.00	£1,983.52
Webinar Plus 500	£258.00	£2,580.00	£6,992.39
Webinar Plus 1,000	£503.00	£5,030.00	£13,604.11
Webinar Plus 3,000	£1,479.00	£14,790.00	£40,050.97
Webinar Plus 5,000	£2,404.00	£24,040.00	£65,095.34
Webinar Plus 10,000	£4,803.00	£48,030.00	£130,030.40
Webinar Plus 20,000	£7,696.00	£76,960.00	£208,369.20
Webinar Plus 30,000	£8,658.00	£86,580.00	£234,415.35
Webinar Plus 50,000	£10,826.94	£108,269.40	£293,139.40
Additional Host for Zoom Events	£56.00	£560.00	£1,502.20
Additional Host for Zoom Webinars Plus	£48.00	£480.00	£1,332.00
Additional Co-Editor for Zoom Webinars Plus	£48.00	£480.00	£1,332.00

*Overage fees may apply.

Zoom Video CMS (Content Management System)

Video CMS (Content Management System) add-on licence is available for the platform Zoom Events (and also for Zoom Webinars Plus) this allows you to manage, distribute and analyse on-demand video content (recordings, uploaded videos) within your event platform.

	Prepay	Monthly	Annual	3 Year Prepay
Zoom Events Video CMS 500	£480.00	£200.00	£2,000.00	£6,000.00
Zoom Events Video CMS 3K	£2,560.00	£1,200.00	£12,000.00	£36,000.00
Zoom Events Video CMS 10K	£7,200.00	£4,000.00	£40,000.00	£120,000.00
Zoom Events Video CMS Unlimited		£10,000.00	£100,000.00	£300,000.00

**Overage fees may apply.*

Zoom Mesh

Zoom Mesh is a native, zero-click, and zero-install client-based Mesh (eCDN) solution for Zoom Meetings, Webinars and Events. The Zoom Mesh service minimizes network congestion for meetings, webinars, and events while preserving the native Zoom attendee and host experience. Overall with Zoom Mesh, customers can take advantage of:

- Host media is delivered only to select endpoints (parents), which is then re-forward to others (children) within the same network.
- Significant bandwidth reduction due to media only needing to be transmitted from the Cloud directly to a fraction of Zoom Clients.
- Native Zoom experience for hosts and attendees that is seamless integration between the Zoom Cloud and Zoom Client.
- A transparent process for hosts and attendees.

	Monthly	Annual	3 Year Prepay
Zoom Mesh for Events and Webinar	£0.19	£2.22	£6.66
Zoom Mesh for Meetings	£0.24	£2.88	£8.64

Cloud Recording

Cloud recording is a feature available for paid subscribers that allows users to record meetings in the Zoom cloud. This includes video, audio, and chat text, which can be

downloaded or streamed from a browser. Cloud recordings can be initiated on desktop and mobile apps, and they support various recording layouts such as active speaker, gallery view, and shared screen. Only hosts and co-hosts can start a cloud recording, and there are specific requirements, including having a Pro, Business, or Enterprise account with cloud recording enabled. Recordings typically take about twice the duration of the meeting to process, but may take longer during high processing loads. There is a limit of 150 files generated from a live session's cloud recordings, and pausing a recording does not create a new file.

	Monthly	Annual	3 Year Prepay
Cloud Recording 30GB	£7.40	£88.80	£266.40
Cloud Recording 200GB	£32.00	£384.00	£1,152.00
Cloud Recording 1TB	£80.00	£960.00	£2,880.00
Cloud Recording 5TB	£400.00	£4,800.00	£14,400.00

**Overage fees may apply.*

Concurrent Meeting

Zoom concurrency refers to the ability to run multiple events simultaneously across different hubs linked to an active Zoom Events or Zoom Webinars Plus Unlimited license. The maximum number of concurrent events allowed is equal to the total number of Unlimited licenses on the account. For example, if an account has three Unlimited licenses, it can host up to three events at the same time across its hubs.

Account admins can manage concurrency settings, view available concurrency, and resolve conflicts if events overlap. Licences can be purchased as Basic or Plus; Basic allows up to 4 concurrent meetings per license and Plus allows up to 20 concurrent meetings per license.

	Monthly	Annual	3 Year Prepay
Concurrent Meeting Basic	£6.40	£77.00	£196.00
Concurrent Meeting Plus	£22.40	£269.00	£686.00

Zoom Whiteboard

Zoom Whiteboard is a collaborative tool that allows users to brainstorm and capture ideas on a persistent digital canvas. It is designed for hybrid teams to enhance interaction and

collaboration. Users can create, edit, and save whiteboards, which can be accessed both during and outside of meetings. The feature is available on various Zoom accounts and requires specific software versions for optimal use. Whiteboards can be shared and annotated, but there are limitations, such as storage capacity and the inability to send whiteboards to users without a Zoom account.

	Monthly	Annual	3 Year Prepay
Zoom Whiteboard	£1.84	£18.43	£49.89
Zoom Whiteboard Plus	£5.19	£51.90	£140.25

Customer Managed Key

The Customer Managed Key (CMK) service allows organizations to manage their own encryption keys for specific content stored in the Zoom Cloud. It supports Amazon Key Management Service (KMS), Oracle OCI Vault, and Azure Key Vault. Organizations must manage their keys through one of these cloud KMS providers, enabling them to encrypt applicable content using their controlled keys.

	Monthly	Annual	3 Year Prepay
Customer Managed Key	£2.96	£29.60	£80.14

Translation

Zoom translation features include real-time translated captions during meetings and webinars, allowing participants to view speech in their preferred language. Hosts can select available languages in their settings, while participants can enable captions and choose their desired translation language independently. Requirements for using translated captions include having a specific Zoom account type and enabling automated captions. Additionally, Zoom Events supports multiple-language translation for livestreaming, allowing users to select different languages regardless of the host's choice.

	Monthly	Annual	3 Year Prepay
Translation	£3.70	£37.00	£94.35

Zoom Node

Zoom Node is a unified hybrid platform that consolidates Zoom's on-prem and hybrid solutions. It is deployed within an organization's premises while allowing management and deployment of services from the Zoom Cloud. This platform supports rapid deployment and hosting of Zoom workloads, featuring a modular design that enables organizations to deploy only the necessary services and scale them as needed. Key functionalities include cloud-

driven management, centralized reporting, and troubleshooting, as well as support for various hybrid services like Zoom Phone and future meeting and chat services. Each Zoom Node endpoint can support multiple service modules, which are configured and managed through the Zoom Node dashboard on the web portal.

	Monthly	Annual	3 Year Prepay
Zoom Node			

Zoom Meeting Connector

The Zoom Meeting Connector module provides a centralized web portal for the management, scalability and security of all of your meeting connectors.

	Monthly	Annual	3 Year Prepay
Zoom Meeting Connector	£333.00	£3,330.00	£8,991.00

Zoom Recording Connector

The Zoom Recording Connector module provides on-premise recording capability for the Zoom Meeting Connector module, allowing you to take advantage of seamless manageability, scalability and security of the Zoom Node platform.

	Monthly	Annual	3 Year Prepay
Zoom Recording Connector	£333.00	£3,330.00	£8,991.00

Zoom Node Team Chat Hybrid

The Zoom Node Team Chat Hybrid module allows organizations to store chat data, specifically chat message text, on-premises within their own infrastructure instead of in the Zoom Cloud. This solution is particularly beneficial for customers in highly regulated industries or those operating in regions with strict data storage regulations. While chat data is stored on-premises, all Team Chat functionalities remain in the Zoom Cloud. Depending on the configuration and the users involved in the chat, messages may be stored both on-premises and in the Zoom Cloud. To deploy this module, organizations need to set up a Node location, load balancer, and proxy server, and meet specific account and service requirements. Additionally, proper firewall configurations are necessary to facilitate communication between the on-premise services and Zoom's cloud platform.

	Monthly	Annual	3 Year Prepay
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Zoom Node Team Chat	£740.00	£7,400.00	£19,980.00
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Zoom Meetings Hybrid

Zoom Meetings Hybrid (ZMH) allows organizations to deploy Zoom meeting components within their network, keeping most or all meeting media on-premises. Internal users connect to a local hybrid server, while external users can join via the Zoom Cloud. ZMH enhances network security and supports various meeting services, including Meeting Survivability, which enables continued hosting of meetings during network outages, and Recording Hybrid service for internal storage of meeting recordings. Additionally, it includes a Web Access Gateway for connecting to meetings through the Zoom Web app.

	Monthly	Annual	3 Year Prepay
Zoom Meetings Hybrid	£539.60	£5,396.00	£14,609.67

Zoom Node Hybrid Recording

Zoom Node Hybrid Recording is a service that allows organizations to manage and store recordings of meetings conducted through the Zoom platform. It operates within the Zoom Node framework, which is a hybrid solution that combines on-premises and cloud functionalities. The Hybrid Recording service enables recordings to be saved in designated Recording Zones, which can be configured by administrators. This service supports various recording management tasks, including adding, updating, and deleting Recording Zones through the Zoom web portal. The system is designed to ensure efficient handling of recordings while providing flexibility in storage options.

	Monthly	Annual	3 Year Prepay
Zoom Node Hybrid Recording	£608.00	£6,080.00	£16,416.00

Zoom Customer Managed Key Hybrid

Zoom Customer Managed Key Hybrid module for on-prem encryption key management on Zoom Node.

	Monthly	Annual	3 Year Prepay
Zoom Customer Managed Key Hybrid	£608.00	£6,080.00	£16,416.00

Zoom Scheduler

Zoom Scheduler is a tool that allows users to create slots of availability for scheduling appointments. It integrates with various calendar services, including Zoom Calendar Service, Google Calendar, and Microsoft 365 Calendar, enabling attendees to select preferred meeting times based on both parties' calendars. Users can customize email notifications and booking links, streamlining the scheduling process and reducing the need for back-and-forth communication. Zoom Scheduler is available as a standalone or optional add-on.

	Monthly	Annual	3 Year Prepay
Zoom Scheduler	£4.49	£44.90	£121.23

Zoom Custom AI Companion

The Custom AI Companion add-on for Zoom Workplace allows you to tailor your company's AI assistant to meet your unique needs, enhance skills, and drive efficiency across your organization. It allows users to create meeting summary templates, utilize custom dictionaries for improved transcription accuracy, generate custom avatars, and perform tasks in third-party applications.

	Monthly	Annual	3 Year Prepay
Zoom Custom AI Companion	£9.60	£115.20	£345.60

Zoom Clips

Zoom Clips allows you to easily record, edit, and share high-quality, short-form videos both internally and externally. Zoom Clips is included in Zoom Workplace plans.

Zoom Clips Plus is an upgraded feature available for specific account types, including Zoom Workplace Pro and higher, as well as Zoom Workplace for Education (not available to K-12), Healthcare new, and Online BAA accounts (not available to old BAA). It allows users to create unlimited clips with no maximum duration per clip. Features include recording, editing, sharing, commenting, and access to a content library, along with analytics capabilities.

	Monthly	Annual	3 Year Prepay
Zoom Clips	£5.59	£55.90	£167.76

Custom Avatars

Custom Avatars enable users to produce authentic and engaging video content with lifelike facial expressions and synchronized voice replication, while maintaining privacy and

inclusivity. The Custom Avatars add-on provides users with the ability to create 5 custom avatars and 15 extra minutes of avatar generation per month.

	Monthly	Annual	3 Year Prepay
Custom Avatars	£17.99	£153.50	£460.51

**Overage fees may apply.*

Zoom Docs

Zoom Docs is an AI-first collaborative doc that adapts to your different team and project needs. It transforms meeting content into actionable documents, wikis, and projects and provides a single place to get work done.

	Monthly	Annual
Zoom Docs	£6.99	£69.90

Advanced Management

Advanced Management Add-On provides the account the ability to manage all Basic users provisioned with our premium management features. These features include: Meeting Archiving, Chat etiquette, Follow the user in-meeting policy, DLP for in-meeting chat, Information Barriers, Reports & Dashboards (selected ones). If this add-on is not purchased, all Basic users on the account are restricted from the management features identified.

	Monthly	Annual	3 Year Prepay
Advanced Management	£3.20	£38.40	£115.20

Zoom Spaces

Move seamlessly from home to on-the-go to the office with Zoom Spaces, a full suite of flexible work solutions that drive collaboration and inclusivity by bringing HD video collaboration into any space enabling in-person and remote participants to interact in real-time.

Zoom Rooms

Software that turns a physical meeting room into a video-conference room. Add on feature with licenses assigned to an Account and shared across all hosts in that account. Capacity is the same as the capacity of the underlying Meeting license. Can be purchased as a stand alone product.

	Monthly	Annual	3 Year Prepay
Zoom Rooms	£39.00	£379.24	£1,197.00

Room Connector

A license that allows you to interoperate meeting room hardware that uses SIP/H.323 protocols with Zoom's cloud meeting platform. Add on feature with licenses assigned to an Account and shared across all hosts in that account. Each license allows a customer to have one SIP enabled end-point to join any meeting.

	Monthly	Annual	3 Year Prepay
Room Connector	£39.00	£379.24	£1,197.00

Zoom Workspace Reservation

Zoom Workspace Reservation allows users to reserve workspaces in the office, including desks and meeting spaces. Reservations can be made at the office, on a Virtual Receptionist Kiosk, Zoom Rooms for Touch devices, or through the Zoom web portal. The system supports QR code check-in for Zoom device-enabled desks, provides interactive maps, and shows desk occupancy status.

To use Workspace Reservation, users need a Zoom Workspace Reservation subscription, Zoom Rooms subscription, or Zoom Common Area Phone subscription, along with a compatible Zoom account. Admins must enable the Workspace Reservation functionality for the features to be accessible. Users can also integrate Zoom meetings with their room reservations, allowing for virtual meetings regardless of the room's physical setup.

	Monthly	Annual	3 Year Prepay
Workspace Reservation	£1.11	£11.10	£30.05

Visitor Management

Zoom Visitor Management allows users to invite guests to the office with simple workflows, receive notifications when a guest arrives, and initiate badge printing. Users can even reserve guests a dedicated Zoom enabled space using Workspace Reservation.

	Monthly	Annual	3 Year Prepay
Visitor Management	£1.60	£16.00	£48.00

Zoom Clips

Zoom Clips allows you to easily record, edit, and share high-quality, short-form videos both internally and externally. Zoom Clips is included in Zoom Workplace plans.

	Monthly	Annual	3 Year Prepay
Zoom Clips	£5.59	£55.90	£167.76

Zoom Phone Common Area

A Zoom Phone Common Area is a designated space in an office where a phone can be used by multiple employees. It allows for shared access to phone services in locations like hoteling stations or break rooms. To set up a common area phone, an account owner or admin must have a Common Area Phone license and can manage the phone through the Zoom web portal. Features available for common area phones include basic voice calling, voicemail, and call transfer, but some advanced features like ad-hoc recordings and custom hold music are not supported unless assigned to a higher plan.

	Monthly	Annual	3 Year Prepay
Zoom Phone Common Area	£3.20	£38.00	£98.00

Zoom Phone Power Pack

Zoom Phone Power Pack is an add-on that enhances the functionalities of Zoom Phone, particularly for users with a Pro license. It provides features such as access to call queues, shared line appearance, and shared line groups. Users with the Power Pack can utilize the Zoom Assistant, a desktop panel that allows for quick contact access, speed dial management, and call handling. To use the Power Pack features, users must have the Zoom desktop app version 5.11.3 or higher and the Zoom Assistant enabled by their admin.

	Monthly	Annual	3 Year Prepay
Zoom Phone Power Pack	£20.00	£240.00	£612.00

Zoom Compliance Manager

Zoom Compliance Manager powered by Theta Lake integrates Zoom's existing archiving functionalities with Theta Lake's archiving services, allowing for streamlined archiving of Meetings, Webinars, Team Chat messages, and more. It is compatible with all Zoom products

supported by standard archiving functionality, including Zoom Mail, Team Chat, Meetings, Webinars, and Phone. The service is managed through the Zoom web portal, which helps reduce the number of accounts and billing invoices. It supports Customer Managed Key (CMK) and allows for manual configuration with other compatible third-party archiving services.

Zoom Compliance Manager Plus provides features like archiving, eDiscovery, legal hold, and other compliance capabilities. To enhance this offering, Zoom Compliance Manager Plus powered by Theta Lake adds the following features to the standard solution:

- Risk detection: Identify regulatory, privacy, and security risks automatically and alert stakeholders.
- Data loss protection: Automatically detect video, audio, and shared content that matches pre-built or custom rules.
- Captured content analytics: Track trends in captured content and find outliers easily.
- Automatic content classification and routing: Customize your automatic risk classification and content routing.

Additional storage is also available.

	Monthly	Annual	3 Year Prepay
ZCM powered by Theta Lake	£4.80	£57.60	£172.80
ZCM powered by Theta Lake Plus	£9.60	£115.20	£345.60
ZCM powered by Theta Lake Additional Storage 30GB	£8.00	£96.00	£288.00
ZCM powered by Theta Lake Additional Storage 200GB	£32.00	£384.00	£1,152.00
ZCM powered by Theta Lake Additional Storage 1TB	£80.00	£960.00	£2,880.00
ZCM powered by Theta Lake Additional Storage 5TB	£400.00	£4,800.00	£14,400.00

**Overage fees may apply.*

Zoom Video Management

Zoom Video Management is a comprehensive video content management system that helps organizations securely store, organize, and share video content with advanced analytics, interactive features, and seamless integration capabilities. It allows users to share videos and meeting recordings with specific teams or all users while maintaining control over access permissions. Key features include the ability to create and manage channels, videos, and playlists, track video analytics, and manage collaborators.

	Monthly	Annual	3 Year Prepay
Zoom Video Management Storage Add-on	£0.08	£0.96	£2.88

**Overage fees may apply.*

Zoom Revenue Accelerator

A sales conversational intelligence add-on solution for Zoom Meetings and Zoom Phone that turns conversations into insights to improve performance, deliver better customer experiences, and streamline the deal closing process.

	Monthly	Annual	3 Year Prepay
Zoom Revenue Accelerator	£58.46	£584.60	£1,582.81

Workvivo

Workvivo is an employee experience platform (EXP) that unifies internal communications, engagement, intranet, and measurement tools into one super app that captures the organization's heartbeat and connects every employee, no matter where they work. Professional services are associated with Workvivo for a one-time engagement and requires a SOW.

	Monthly	Annual	3 Year Prepay
Workvivo	£5.60	£56.00	£168.00

Workvivo Chat

Workvivo Chat is a real-time messaging feature within the broader Workvivo employee-experience platform. It enables organisations to give their workforce (including desk-less, frontline, mobile workers) a unified tool for chat, voice, and video communications.

	Monthly	Annual	3 Year Prepay
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Workvivo Chat	20% of Workvivo Base Software price	20% of Workvivo Base Software price	20% of Workvivo Base Software price
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Workvivo TV

Workvivo TV is a digital-signage add-on feature of the Workvivo employee experience platform. It allows you to broadcast selected Workvivo content to communal screens — e.g., in lobbies, break rooms, factory floors, retail locations. In effect, it extends your internal communications beyond mobile and desktop to physical locations and ensures messages reach people even when they're not at a computer or using an app.

	Monthly	Annual	3 Year Prepay
Workvivo TV	10% of Workvivo Base Software price	10% of Workvivo Base Software price	10% of Workvivo Base Software price

Workvivo Advanced Analytics

Workvivo Advanced Analytics is a paid add-on module that builds on the standard analytics included in Workvivo. It provides more in-depth dashboards, granular insight, and advanced segmentation for organisations that are highly data-driven.

	Monthly	Annual	3 Year Prepay
Workvivo Advanced Analytics	20% of Workvivo Base Software price	20% of Workvivo Base Software price	20% of Workvivo Base Software price

Workvivo Employee Insights

Employee Insights is a paid add-on module of the broader Workvivo employee-experience platform. It's designed for measuring, analysing and improving employee engagement. In short: it helps you listen to your workforce (including frontline, deskless and hybrid workers), collect feedback, track engagement drivers and act on what you learn — all within the Workvivo ecosystem.

	Monthly	Annual	3 Year Prepay
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Workvivo Employee
Insights

35% of Workvivo Base
Software price

35% of Workvivo Base
Software price

35% of Workvivo
Base Software
price

Devices

CloudClevr can offer a complete range of entry-level phones to sophisticated IP phones and devices with cordless handsets, conference units, and attendant consoles.

Device	Price per Device (Exc. VAT)
Poly Edge E100	£80.00
Poly Edge E220	£85.00
Poly Edge E300	£105.00
Poly Edge E350	£115.00
Poly Edge E400	£130.00
Poly Edge E450	£170.00
Poly Edge E500	£150.00
Poly Edge E550	£180.00
Poly CCX 400	£150.00
Poly CCX 500	£315.00
Poly Blackwire C3220 USB-A	£25.00
Poly Blackwire C3215 USB-A	£27.00
Poly Voyager 4310 Bluetooth and Charging Stand	£130.00
Yealink T31G	£55.00
Yealink T33G	£70.00
Yealink T44W	£90.00
Yealink T46U	£130.00
Yealink T54W	£135.00
Yealink T57W	£200.00

Yealink UH34 Dual Pro Headset	£30.00
Yealink UH34 Lite Mono Pro Headset	£25.00
Yealink WH62 Mono Pro	£120.00

Support

At CloudClevr we offer multiple support tiers, you can choose a support tier that meets your operational targets. Support is charged per user per month.

Standard - £1 per user per month

Service Coverage	Priority Level	Target Response Time
Working Hours	P1	4 hours
Working Hours	P2	8 hours
Working Hours	P3	16 hours
Working Hours	P4	24 hours

Extended - £2 per user per month

Service Coverage	Priority Level	Target Response Time
24x7x365	P1	4 hours
24x7x365	P2	8 hours
Working Hours	P3	16 hours
Working Hours	P4	24 hours

Enhanced - £3 per user per month

Service Coverage	Priority Level	Target Response Time	Target Resolution Time
24x7x365	P1	2 hours	1 day
24x7x365	P2	4 hours	7 days
Working Hours	P3	8 hours	14 days
Working Hours	P4	16 hours	

Premium – £4 per user per month

Service Coverage	Priority Level	Target Response Time	Target Resolution Time
24x7x365	P1	1 hours	4 hours
24x7x365	P2	4 hours	3 days
Working Hours	P3	8 hours	7 days
Working Hours	P4	16 hours	

Premium+ – POA

Service Coverage	Priority Level	Target Response Time	Target Resolution Time
24x7x365	P1	30 mins	4 hours
24x7x365	P2	4 hours	8 hours
Working Hours	P3	8 hours	7 days
Working Hours	P4	16 hours	

Working Hours is defined as 9:00 AM and 5:30 PM GMT on Business Days.

Contact Details

Contacting us is simple. Email publicsector@cloudclevr.com with your contact details and basic requirements and a specialist will contact you.

Alternatively, you can call our dedicated G Cloud team on **0203 005 5075** and talk to a specialist to discuss our service.

We will work with you to learn your specific requirements, we will discuss existing technology challenges, learn your timescales, investigate your current and future plans and provide a detailed proposal that can be used to reference the Order Form that we will provide to order the service.

