Pricing Document

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Colt Contact Centre as a Service

Abstract

Pricing for Colt Contact Centre as a Service (CCaaS)

Colt Contact Centre as a Service (CCaaS) (“the Service”) is a cloud-based Contact Centre service powered Cloud CX. CCaaS provides the capabilities required to route inbound Customer interactions to the appropria and route outbound sales and service campaigns.

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1. Product Overview

Colt CCaaS (Contact centre as a service)

Colt's Cloud Contact Centre portfolio offers transformational customer experience applications to service all market segments.

Colt provides Genesys, an industry leading CCaaS solution, offering voice, digital and workforce management tools

1.1. Genesys Cloud CX

Genesys is a one stop shop for voice and omnichannel contact centre technology with an integrated workforce management module. Genesys is for customers seeking to enhance their customer experience with next generation features and integration capabilities.

Features such as voice and digital call management powered with artificial intelligence, real-time agents assistance and sentiment analysis during call handling. Genesys Cloud is built from microservices enabling continual development and innovation, and supports native integration with key Unified Communications and Customer Relationship Management software.

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2. Pricing Tables

2.1. Genesys Cloud CX

Service	Per Agents Per Month
CCaaS Voice (CX1)	£52.50
CCaaS Voice and Digital (CX2)	£80.50
CCaaS Voice, Digital & WEM (CX3)	£108.50
CCaaS Voice, Digital, WEM & AI (CX4)	£168.00

Prices shown is for a Named User agents model payable annual in advance. Monthly payment options are available. Concurrent User agent models are also available.

All services are subject to Fair Usage Policy – see Terms and Conditions.

Service implementation is not included and is subject to a chargeable, agreed Scope of Works

2.1.1.1. Core Voice and Digital Service Features

- Configurable voice routing with inbound and outbound voice capabilities and service reporting.
- Customers callback options and an easy-to-update, secure IVR.
- Employee workspace.
- Orchestration builder enabling customer self-service to configure voice call flows.
- Recording included.
- Accessible open-API libraries for integration to any system, including CRM and Unified Communications.
- Engage through any digital channel — email, web messaging, SMS, messaging apps and social media.
- Configure connected journeys across interactions on any channel.
- Use the same tool to manage, monitor and design voice and digital engagements.
- Analytics and KPI reports for a full view of the customer experience.

2.1.1.2. Contact Centre 'CX' Service Features

- Employee activity dashboard with scorecards, leaderboards and KPI trackers.
- AI-powered scheduling and forecasting.
- AI-powered speech and text analytics.
- Agent mobile application.
- Gamification to align business KPIs and employee performance.
- Built-in coaching and learning modules.

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3. Disclaimer

Colt's proposal is not intended to create a binding contractual commitment. A signed Colt agreement is required to make pricing/services effective. This document may not be altered or edited to create an agreement. If you wish to purchase services on a term arrangement, please contact your Colt Account Manager.

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