

storm® Cloud Contact Centre and UC Solution: Pricing Summary



1.0 Description

Omni-Channel Cloud Contact Centre (**storm** CONTACT™): **storm** CONTACT is an Omni-Channel CCaaS (Contact Centre as a Service) solution for inbound and outbound interactions, delivering iACD® (Intelligent Automated Contact Distribution) for any size of organisation. This connects people and devices to the best automated or live resources however, wherever, whenever and in whatever quantity they interact.

1.1 Pricing/Charging Model

Pricing for **storm** consists of the following elements:

- **Setup fees:** One-off charges covering professional services and activation of licensable elements such as users and software services.
- **Seat fees:** Licences charged monthly. Includes fixed and concurrent seat basis depending on the licence.
- **Usage charges:** Fees based upon actual service usage, such as per-minute call charges, recording charges, SMS and email charges.

The **storm** licensing model is designed to be modular and flexible, providing a high degree of choice in the functionality provided to customers. Customers can choose how many seat licences of each type they require, and can upgrade their service with a range of additional feature licences and optional services.

1.2 Licencing Elements

Licensing is based on seat usage. The following licence types may be available for each type of user or feature:

- **Administrator:** Provides access to administrator portals including Admin Portal™, CONTACT, Back Office, FLOW™ and DATA MANAGEMENT™. Administrators require a hardware security key. If an administrator is required to use telephony or multi-channel services, a user or agent licence must also be assigned.
- **Base:** A base licence for a product. A base licence is required in order to create a named user on **storm**. Concurrent feature licences are added as required, allowing the user to access a combination of services.
- **Concurrent:** In addition to a base licence, users must be assigned concurrent feature licences to enable features or communication channels (voice calls, emails, social media, call recording etc.). Concurrent feature licences give a single user access to the system, and are shared between base users. Agents and supervisors can only log into services if concurrent feature licences of the types assigned to them are available.
- **Contingency:** In addition to concurrent licences, it is possible to purchase contingency licences for certain features. A contingency licence is a reserve concurrent licence for times when, due to unexpected demand, an organisation needs more agents using features at the same time.

Contingency licences are charged at a fractional monthly rate

(usually 25% of full cost) to maintain extra capacity. A full monthly concurrent licence fee is only charged if the contingency licence is used within a given billing period. Organisations are charged a full concurrent licence fee for the contingency licences activated concurrently, over and above their standard allocation

1.3 Concurrent Licencing

All named contact centre agents and supervisors added to the system require a base licence. In addition to this base licence, users must be assigned concurrent feature licences to enable features or communication channels such as voice calls, emails, social media, call recording etc. Concurrent feature licences a single user access to the system, and are shared between base users. Agents and supervisors can only log in to use services if concurrent feature licences of the types assigned to them are available.

For example, an organisation may order 150 agent base licences, 50 concurrent voice licences and 50 concurrent call recording licences. All 150 agents are assigned a voice and call recording licence. This means 150 named agents can be created on the system, but only 50 agents can log in to use voice services with call recording at any one time. When all concurrent feature licences of a certain type are in use, no further agents with the feature assigned to them will be permitted to log in.

Some features, such as agent-assisted payments and CTI integration, are provided on a named user basis. This means that the feature licence can only be assigned to a single named user, and only that user can log in to use it.

1.4 Contingency Licencing

In addition to concurrent licences, it is possible to purchase contingency licences for certain features. A contingency licence is a reserve concurrent licence kept in hand for times when unexpected demand may mean that an organisation needs more agents logged in and using features at the same time.

Contingency licences are charged at a fractional monthly rate (usually 25% of full cost) in order to maintain the extra capacity. A full monthly concurrent licence fee is only charged if the contingency licence is used within a given billing period. Organisations are charged a full concurrent licence fee for the number of contingency licences that have been activated concurrently, over and above their standard concurrent licence allocation.

1.5 Named User Licencing

Licensing for administrators, Back Office users, Reporting, Recording Manager, and certain agent features, is based on a fixed-seat/named user model. This means that a fixed-seat licence is assigned to a single-named user and only that user can log in to use services.

Administrators also require a hardware security key for two-factor authentication.

2.0 Licence Pricing Summary

Product Name	Description	One-off Billing Type	One-off Charge (GBP)	Concurrent Monthly Billing Type	Concurrent Monthly Charge (GBP)	Named Monthly Billing Type	Named Monthly Charge (GBP)
Agent Licence							
CONTACT: Base Security Licence	A CONTACT: Base Security Licence comprises a one-time activation fee and an ongoing security fee per named user. All named users using contact centre, supervisor, or administrator licences need a security licence, with the exception of UC and Teams users. 1 Day of Level 1 Professional Services (PS) required for Single Sign-On (SSO) set up.	Activation Per User	50.00	Per Named User	5.00	Per Named User	5.00
CONTACT: Voice	CONTACT: Voice permits an agent to handle inbound and outbound voice calls, includes intelligent routing, and a recording licence. Excludes OUTBOUND Dialer.	n/a	-	Per Concurrent Licence	71.00	Per Named User	47.93
CONTACT: Omni-Channel	A CONTACT: Omni-Channel Licence comprises both CONTACT: Voice and CONTACT: Digital functionality. CONTACT: Voice permits an agent to handle inbound and outbound voice calls, includes intelligent routing, and a recording licence. Excludes OUTBOUND Dialer. CONTACT: Digital permits an agent to service up to 4 digital channels from the following list: Facebook, Viber, Trustpilot, WhatsApp, Web chat, Email, SMS, Line, Instagram, and work item routing. Access costs and transactional costs not included in licence fee. Storage not included. Professional Services charges maybe applicable for building of services.	n/a	-	Per Concurrent Licence	88.00	Per Named User	59.40
CONTACT: Digital (Additional)	This is an add-on to the CONTACT: Omni-Channel Licence. The CONTACT: Digital (Additional) Licence permits an agent to handle an extra channel, i.e. increasing the limit from 4 to 5 channels. Increases to the channel limit are applicable to all agents. Access costs and transactional costs not included in licence fee.	n/a	-	Per Concurrent Licence	15.16	Per Named User	10.00
CONTACT: Supervisor	This is an add-on to the CONTACT: Omni-Channel Licence. I.e. all supervisors require a CONTACT: Omnichannel licence and a CONTACT: Supervisor licence. A CONTACT: Supervisor Licence entitles a user to agent management and monitoring functions, supervisor listen-in, whisper, and barge-in. storm CONDUCTOR is not included, but can be added on.	n/a	-	Per Concurrent Licence	15.16	Per Named User	10.00

Product Name	Description	One-off Billing Type	One-off Charge (GBP)	Concurrent Monthly Billing Type	Concurrent Monthly Charge (GBP)	Named Monthly Billing Type	Named Monthly Charge (GBP)
Add-on Functionality to Agent Licence							
storm INTEGRATE Standard	INTEGRATE is storm 's API library that enables integration with a third party database or CRM. storm INTEGRATE Standard is an add-on to an agent licence, and enables the two way transfer of information between a standard third-party system or database (that is currently supported) and storm . Standard integrations must come from the approved list. Examples include MS Dynamics and Salesforce. Charge is per integration.	Professional Services	To Be Scoped	Per Concurrent Licence	11.26	Per Named User	7.44
storm Integrate Custom	INTEGRATE is storm 's API library that enables integration with a third party database or CRM. storm INTEGRATE Custom is an add-on to an agent licence, and enables the two way transfer of information between a custom third-party system or database (that is not currently supported) and storm . Charge is POA.	Professional Services	To Be Scoped	Per Concurrent Licence	POA	Per Named User	POA
storm WFM (Workforce Management) - Agent	WFM is storm 's intelligent workforce management solution that enables organisations to generate omni-channel forecasts, create agent schedules, track Intraday performance, and review and respond to requests. Agents are able to view their own schedule, make time-off requests, and provide information about their own availability through the storm DTA. Each agent requires a storm WFM licence to access the WFM functionality through DTA. This licence is not required to schedule an agent in WFM.	Professional Services	To Be Scoped	Per Named User	30.00	Per Named User	30.00
storm WFM Intraday Manager	WFM is storm 's intelligent workforce management solution that enables organisations to generate omni-channel forecasts, create agent schedules, track Intraday performance, and review and respond to requests. Intraday managers are responsible for day-to-day management of Schedules and Agents. The Intraday Manager is able to view Agent Schedules, Requests, and Intraday data (including Agent Adherence). They are capable of responding to the current situation in a Contact Centre and have responsibility for the people they manage. storm WFM Intraday Manager licence is only available with storm WFM.	n/a	-	Per Named User	65.00	Per Named User	65.00
storm CKS Standard	CKS (Customer Knowledge System) is storm 's Customer Data Platform (CDP), which unifies customer data at scale, across every integrated system or database, and storm . CKS can be deployed as part of a multi-module storm solution, or as a standalone solution. CKS fully integrates into the Desktop Task Assistant (DTA), giving agents full visibility of the customer journey all in one place. storm CKS Standard provides a standard CKS deployment only. No custom integration with a third-party/in-house CRM supported. Licence charge for storm CKS Standard includes customer journey mapping within DTA.	Professional Services	To Be Scoped	Per Named User	22.51	Per Named User	22.51

Product Name	Description	One-off Billing Type	One-off Charge (GBP)	Concurrent Monthly Billing Type	Concurrent Monthly Charge (GBP)	Named Monthly Billing Type	Named Monthly Charge (GBP)
Add-on Functionality to Agent Licence							
storm CKS Custom	CKS (Customer Knowledge System) is storm 's Customer Data Platform (CDP), which unifies customer data at scale, across every integrated system or database, and storm . CKS can be deployed as part of a multi-module storm solution, or as a standalone solution. CKS fully integrates into the Desktop Task Assistant (DTA), giving agents full visibility of the customer journey all in one place. storm CKS Custom provides an enhanced CKS deployment. Custom integration with a third-party/in-house CRM supported. Licence charge for the enhanced storm CKS is POA.	Professional Services	To Be Scoped	Per Named User	POA	Per Named User	POA
storm Knowledge Management	storm Knowledge Management is an information creation and management tool that provides multi-channel support for articles and decision trees. Knowledge Management can be deployed as a standalone Knowledge Management System on both the agent and customer side, including internal intranet systems and public websites for FAQs. Knowledge Management can also be integrated with both chat bots and storm DTA.	Professional Services	To Be Scoped	Per Named User	POA	Per Named User	POA
storm OUTBOUND	OUTBOUND is storm 's cloud-hosted dialer solution. OUTBOUND offers integrated outbound campaign management, with support for different voice dialing modes (predictive, preview, and progressive), and support for digital channels such as email and SMS. This licence is an add-on to an agent licence. A storm OUTBOUND licence is required for Outbound Dialer agents.	n/a	-	Per Concurrent Licence	40.00	Per Named User	26.40
storm PADLOCK	PADLOCK is storm 's agent-assisted payments solution. PADLOCK allows CONTACT agents to process Level 1 PCI DSS-compliant credit card payments. Dual-Tone Multi Frequency (DTMF) suppression ensures the agent only hears monotones for each press of a button, and asterisks representing the numbers are displayed on screen. Transactional fee not included.	n/a	-	Per Named User	22.51	Per Named User	22.51
storm Padlock +	Adding the capability of refunding payments to standard storm PADLOCK™. Requires storm PADLOCK™.	n/a	-	Per Named User	4.00	Per Named User	4.00
storm QM (Quality Management) - Agent	QM (Quality Management) is storm 's quality management solution that provides post-interaction analysis and reporting facilities, and customisable score sheets which can be adapted to unique evaluation criteria and KPIs. This licence enables an agent's interactions to be scored via storm QM. storm QM - Agent, storm QM - Administrator, and storm QM - Evaluator are required for storm QM deployment.	n/a	-	Per Concurrent Licence	7.58	Per Named User	5.00

Product Name	Description	One-off Billing Type	One-off Charge (GBP)	Concurrent Monthly Billing Type	Concurrent Monthly Charge (GBP)	Named Monthly Billing Type	Named Monthly Charge (GBP)
Add-on Functionality to Agent Licence							
Cobrowse (Web Only)	The ability for an agent to cobrowse a customer’s screen. In co-browse, the agent can interact with the customer’s screen, such as drawing and pointer tools, and remote control. A Web Only Cobrowse licence allows the agent to cobrowse using desktop web applications.	n/a	-	Per Named User	16.00	Per Named User	16.00
Cobrowse (All Platforms)	The ability for an agent to cobrowse a customer’s screen. In cobrowse, the agent can interact with the customer’s screen, such as drawing and pointer tools, and remote control. An All Platforms Cobrowse licence allows the agent to cobrowse using desktop web applications and also using desktop/mobile native applications (e.g., Android, iOS, Windows, MacOS).	n/a	-	Per Named User	30.00	Per Named User	30.00
Automation & AI (FLOW & Machine Agents)							
storm FLOW	FLOW is storm 's no-code, omni-channel service creation tool. Using FLOW, customers can create dynamic services that retrieve information from external data sources and intelligently route customer journeys to the right person or Machine Agent.	n/a	-	Per Named User	562.51	Per Named User	562.51
storm RTAS (Real-Time Transcription and Summarisation)	storm RTAS is an AI capability leveraged within the storm DTA. storm RTAS provides the ability to transcribe a call in real-time, and generate a summary of the interaction using generative AI. The transcription appears on screen in real-time. The summary can be generated on demand and edited by the agent. Bespoke templates for summaries can be selected by the agent. Administrators create and manage all summary templates in storm STUDIO. PS can be purchased for prompt engineering services for summaries. Fair Usage: 100 hours per month	Professional Services	To Be Scoped	Per Concurrent Licence	30.00	Per Named Agent	30.00
storm RTAS (Real-time Transcription & Summarisation) (Usage)	storm RTAS (Real-time Transcription & Summarisation) (Usage) accounts for any additional usage of RTAS above the fair usage.	n/a	-	Per hour	0.70	Per hour	0.70

Product Name	Description	One-off Billing Type	One-off Charge (GBP)	Concurrent Monthly Billing Type	Concurrent Monthly Charge (GBP)	Named Monthly Billing Type	Named Monthly Charge (GBP)
Automation & AI (FLOW & Machine Agents)							
storm Machine Agent-Voice Chat[bot]	storm MACHINE AGENT is storm’s virtual customer assistant; an AI agent that delivers conversational self-service across voice, digital channels, and social media. storm MACHINE AGENT self-service capabilities include: · Automation of pre-interaction processes such as capturing intent and Identification and Verification (ID&V) using NLP and voice biometrics · Simple issue resolution such as answering common questions, and seamless handoffs to human agents for more complex issues. · Intent-based routing to direct queries to the best-suited automated resource or agent. storm MACHINE AGENT leverages third-party AI conversational models through brain®, and is configurable using the storm FLOW™ customer journey orchestration tool.storm MACHINE AGENT – Voice Chat[bot] offers concurrent use of MACHINE AGENT for voice calls. Charge is per concurrent MACHINE AGENT while a call is in the Machine Agent – Voice action cell. Usage not included.	Professional Services	To Be Scoped	Per concurrent Machine agent	25.00	Per concurrent Machine agent	25.00
storm Machine Agent (Voice Usage)	storm Machine Agent is storm's virtual customer assistant. storm Machine Agent (Voice Usage) is charged per hour. Per hour usage can be bundled, and sold on an MRC (Monthly Recurring Charge) basis, on a 'Price x Quantity' model.	n/a	-	Per hour used	2.00	Per hour used	2.00
storm Machine Agent - Digital Chat[bot]	storm MACHINE AGENT is storm’s virtual customer assistant; an AI agent that delivers conversational self-service across voice, digital channels, and social media. storm MACHINE AGENT self-service capabilities include: · Automation of pre-interaction processes such as capturing intent and Identification and Verification (ID&V) using NLP and voice biometrics · Simple issue resolution such as answering common questions, and seamless handoffs to human agents for more complex issues. · Intent-based routing to direct queries to the best-suited automated resource or agent. storm MACHINE AGENT leverages third-party AI conversational models through brain®, and is configurable using the storm FLOW™ customer journey orchestration tool. storm MACHINE AGENT – Digital Chat[bot] offers use of MACHINE AGENT for digital interactions. Usage not included.	Professional Services	To Be Scoped	Per concurrent Machine agent	25.00	Per concurrent Machine agent	25.00
storm Machine Agent (Digital Usage)	storm MACHINE AGENT (Digital Usage) is charged per interaction (max 10 queries). A query is a question, e.g. “What is the status on my case?”, and a single interaction comprises 10 questions. Usage can be bundled, and sold on an MRC (Monthly Recurring Charge) basis, on a 'Price x Quantity' model.	n/a	-	Per interaction	0.14	Per interaction	0.14

Product Name	Description	One-off Billing Type	One-off Charge (GBP)	Concurrent Monthly Billing Type	Concurrent Monthly Charge (GBP)	Named Monthly Billing Type	Named Monthly Charge (GBP)
Management Information							
storm VIEW	VIEW is storm 's real-time and historical reporting tool. A storm VIEW licence is required in order to build historical reports and display statistics in real time.	n/a	-	Per Named User	400.00	Per Named User	400.00
storm VIEW Wallboard	A storm VIEW Wallboard licence permits basic wallboard reporting. Wallboards display selected real-time and historical dashboards, and can be configured to cycle through numerous dashboard automatically.	n/a	-	Per Named User	56.26	Per Named User	56.26
storm VIEW Report Reader	A storm VIEW Report Reader licence is required for viewing historical reports.	n/a	-	Per Named User	56.26	Per Named User	56.26
Service Management							
Service Level Management: Quarterly Service Review	A Quarterly Service Review with a member of the Service Management Team. Details as defined in the Service Level Agreement. x1 Professional Services day per month included.	n/a	-	Monthly	1,350.00	Monthly	1,350.00
Service Level Management: Monthly Service Review	A Monthly Service Review with a member of the Service Management Team. Details as defined in the Service Level Agreement. x2 Professional Services days per month included.	n/a	-	Monthly	2,700.00	Monthly	2,700.00
Service Management: Named Service Manager with Quarterly Service Review	Quarterly Service Review with a Named Service Manager. Details as defined in the Service Level Agreement. x4 Professional Services days per month included.	n/a	-	Monthly	5,400.00	Monthly	5,400.00
Service Management: Named Service Manager with Monthly Service Review	Monthly Service Review with a Named Service Manager. Details as defined in the Service Level Agreement. x5 Professional Services days per month included.	n/a	-	Monthly	6,750.00	Monthly	6,750.00

Product Name	Description	One-off Billing Type	One-off Charge (GBP)	Concurrent Monthly Billing Type	Concurrent Monthly Charge (GBP)	Named Monthly Billing Type	Named Monthly Charge (GBP)
Customer Success							
Customer Success: Named CS Manager with Quarterly Service Review	A Quarterly Service Review with a dedicated member of the Customer Success team. Customer Success Director can be requested. Charge for the Customer Success Director instead of a Named Customer Success Manager is POA. Sessions are dedicated to ensuring the most appropriate services are deployed that can directly address the challenges the organisation is seeking to resolve. The latest CX and UX sector specific research are shared in these sessions, as part of horizon scanning. There are 8 services on offer: Baseline Assessment, Operational Assessment, CX Journey Mapping, EX Mindset Matters, Voice of the Customer, Exploratory Data Audit, TX Overlay and Return on Investment. Consumption of Professional Services Days to be agreed.	n/a	-	Monthly	1,950.00	Monthly	1,950.00
Customer Success: Named CS Manager with Monthly Service Review	A Monthly Service Review with a dedicated member of the Customer Success team. Customer Success Director can be requested. Charge for the Customer Success Director instead of a Named Customer Success Manager is POA. Sessions are dedicated to ensuring the most appropriate services are deployed that can directly address the challenges the organisation is seeking to resolve. The latest CX and UX sector specific research are shared in these sessions, as part of horizon scanning. There are 8 services on offer: Baseline Assessment, Operational Assessment, CX Journey Mapping, EX Mindset Matters, Voice of the Customer, Exploratory Data Audit, TX Overlay and Return on Investment. Consumption of Professional Services Days to be agreed.	n/a	-	Monthly	3,900.00	Monthly	3,900.00

UC & Teams							
storm UC	storm UC is storm's unified communications solution, which enables back office users to have voice capability through storm. UC offers intelligent call routing and IVR services, hunt group and treatment configuration, and one-click or call-activated disaster recovery. The Base Security licence is included with storm UC.	Activation per user	10.00	Per Named User	6.00	Per Named User	6.00
storm Teams Recording - Voice	A storm Teams Recording - Voice licence allows audio recording of Microsoft Teams interactions.	n/a	-	Per Named User	10.00	Per Named User	10.00
storm Teams Recording - Video	A storm Teams Recording - Video licence allows video recording of Microsoft Teams interactions.	n/a	-	Per Named user	35.00	Per Named user	35.00
storm INTEGRATE: Microsoft Teams	A storm INTEGRATE: Microsoft Teams User licence allows the presence of a Teams user to be shared with storm so an agent can transfer a call to them. Requires a DDI.	n/a	-	Per Named User	1.60	Per Named User	1.60

Product Name	Description	One-off Billing Type	One-off Charge (GBP)	Concurrent Monthly Billing Type	Concurrent Monthly Charge (GBP)	Named Monthly Billing Type	Named Monthly Charge (GBP)
Administrators							
storm WFM Administrator	WFM is storm 's intelligent workforce management solution that enables organisations to generate omni-channel forecasts, create agent schedules, track Intraday performance, and review and respond to requests. Administrators ensure a Contact Centre is appropriately resourced for the anticipated demand, and are responsible for all Forecasting, Planning, Scheduling, System and Agent Management functions. Administrators are capable of configuring system settings, defining Shift Templates, Contracts, and Rotations, developing Forecasts, and producing Plans and Schedules. Each administrator requires a storm WFM Administrator licence to access storm WFM.	n/a	-	Per Named Administrator	100.00	Per Named Administrator	100.00
storm CONDUCTOR Administrator - Level 1	storm CONDUCTOR is storm 's omni-channel service management tool. CONDUCTOR users can manage their services from within the CONDUCTOR interface (level of access depending). Level 1 provides access to the CONDUCTOR Overview page (i.e. storm LITE). This page is unique to Level 1, and provides basic capabilities including add users and queues, and edit users and queues. storm LITE will also have access to pre-built services in the command centre, along with some basic prompt management capabilities.	n/a	-	Per Named Administrator	10.00	Per Named Administrator	10.00
storm CONDUCTOR Administrator - Level 2	storm CONDUCTOR is storm 's omni-channel service management tool. CONDUCTOR users can manage existing services from within the CONDUCTOR interface (level of access depending). Level 2 provides access to a sub-set of CONDUCTOR capabilities and is an add-on to the CONTACT Supervisor licence. Level 2 is designed for Supervisors; to allow them to change routing without possessing an administrator licence (storm CONDUCTOR Level 3). The main capabilities of a Level 2 user are: · Adjust Services and Parameters through the Command Centre. · Create and Update Announcements and Prompts · Create and Update Matching Rule Schedules Full capabilities of the Level 2 licence to be agreed with the customer depending on use case.	n/a	-	Per Named Administrator	100.00	Per Named Administrator	100.00
storm CONDUCTOR Administrator - Level 3	storm CONDUCTOR is storm 's omni-channel service management tool. CONDUCTOR users can manage their services from within the CONDUCTOR interface (level of access depending). Level 3 provides access to the full range of CONDUCTOR capabilities. Level 3 is designed for Administrators; to allow them to create services, and control the parameters that Level 2 users can use.	n/a	-	Per Named Administrator	250.00	Per Named Administrator	250.00

Product Name	Description	One-off Billing Type	One-off Charge (GBP)	Concurrent Monthly Billing Type	Concurrent Monthly Charge (GBP)	Named Monthly Billing Type	Named Monthly Charge (GBP)
storm DATA MANAGEMENT	DATA MANAGEMENT allows information to be imported from a third-party database, and used to create databases on storm . This data can be applied within storm , for example, to create customised contact lists for mass outbound campaigns, and in FLOW to retrieve records for display or deletion. A storm DATA MANAGEMENT licence allows data sets to be created for use with OUTBOUND dialer campaigns and INBOUND services.	n/a	-	Per Named User	150.00	Per Named User	150.00
storm Quality Management - Evaluator	QM (Quality Management) is storm 's quality management solution that provides post-interaction analysis and reporting facilities, and customisable score sheets which can be adapted to unique evaluation criteria and KPIs. This licence enables a user to score interactions in storm QM. storm QM - Agent, storm QM - Administrator, and storm QM - Evaluator are required for storm QM deployment.	n/a	-	Per Named User	30.00	Per Named User	30.00
storm Quality Management - Administrator	QM (Quality Management) is storm 's quality management solution that provides post-interaction analysis and reporting facilities, and customisable score sheets which can be adapted to unique evaluation criteria and KPIs. This licence includes the capabilities of a storm Quality Management - Evaluator and provides users with administrative capabilities such as to create scorecards and to administer the Quality Management settings. storm QM - Agent, storm QM - Administrator, and storm QM - Evaluator are required for storm QM deployment.	n/a	-	Per Named Administrator	75.00	Per Named Administrator	75.00
storm CKS Administrator	CKS (Customer Knowledge System) is storm 's Customer Data Platform (CDP), which unifies customer data at scale, across every integrated system or database, and storm . The CKS Administrator licence provides the ability to create and manage forms, and set up form dynamics, using the drag-and drop form builder.	n/a	-	Per Named User	150.00	Per Named User	150.00
storm Recording Manager	The storm Recording Manager licence allows a user to see and manage all recordings.	n/a	-	Per Named User	30.00	Per Named User	30.00
Other Items							
storm SCREEN RECORDING	SCREEN RECORDING provides the screen recording capability within storm . SCREEN RECORDING enables organisations to record and monitor their agents' screen activity in real time. Recordings can be viewed in storm RECORDER. Charge per agent for storm screen recording - records one screen. Storage not included.	n/a	-	Per Concurrent Licence	7.58	Per Named User	5.00
storm SCREEN RECORDING Additional Screen	Charge for an additional screen for an agent. Storage not included.	n/a	-	Per Screen	2.51	Per Screen	2.51

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Other Items							
storm Storage	Recording storage per terabyte. Required for recording of calls, digital and CKS data.	Per TB	1,000.00	per TB	112.51	per TB	112.51
storm LOCK	LOCK is storm 's automated payments solution. Provides Level 1 PCI DSS compliance through an automated IVR process. In this self-service system, payments can be taken 24/7/365 with no customer service agent involvement required. The customer submits their details via touchtone inputs.	Per Service	1,000.00	Per Service	1,125.00	Per Service	1,125.00
storm Payment Service Provider connector	This is the connector to a Payment Service Provider, required for LOCK and/or PADLOCK.	Professional Services	To Be Scoped	Per Merchant Account	1,125.00	Per Merchant Account	1,125.00
storm CDR Retention Fee	The Call Detail Record (CDR) retention fee is for maintaining call data records beyond the 12 month limit. E.g., to retain call data records for 24 months, 2x the yearly fee is required.	n/a	-	Per additional Year	100.00	Per additional Year	100.00
storm ASK	storm ASK is a multi-channel, CSAT survey solution for automated voice calls, SMS, email, and web chat channels. ASK surveys and survey flows are configured in storm FLOW™ using multiple choice and open question types. Customer groups and access points can be defined in advance or created on the spot, or targeted to specific customers. ASK surveys can be managed through storm CONDUCTOR™, and enabled and disabled at a click. Customers can have real-time visibility and historical reporting on completed surveys across all channels using the storm VIEW™ reporting solution. Automated collection and distribution of customer feedback to your back-end systems through CRM integration.	To Be Scoped	-	Per Partition	100.00	Per Partition	100.00
Standard SLA	Service level agreement option for when the customer is contracting either under standard MSA (Master Service Agreement) terms, through a partner, or on the standard Content Guru SLA. This includes NSF3 standard terms. Priority system is as follows - P1 - 4 hour fix, P2 - 8 hour fix (both 24/7), P3 - 2 WD fix, P4 - 10 WD fix (0800 - 1800 Mon-Fri).	Included	-	Included	-	Included	-
Enhanced SLA	Enhanced service level agreement option if the customer has requirements that are more complex than those outlined in the standard SLA. These cases are to be reviewed prior to deployment.	To Be Scoped	POA	To Be Scoped	POA	To Be Scoped	POA

Product Name	Description	One-off Billing Type	One-off Charge (GBP)	Concurrent Monthly Billing Type	Concurrent Monthly Charge (GBP)	Named Monthly Billing Type	Named Monthly Charge (GBP)
Access Fees (Voice & Digital Channels)							
DDI	Direct Dial Number (Geo, Non-Geo, Premium)	Per Access Number	POA	Per Access Number	POA	Per Access Number	POA
SMS Access Point (Long or short code)	Short or Long Code and if it's a shared code	Per Access Number	POA	Per Access Number	POA	Per Access Number	POA
WhatsApp Access Points	Charge for a WhatsApp number to be added as an Access Point.	Per Access Number	25.00	Per Access Number	93.75	Per Access Number	93.75
Government WhatsApp Access Points	Charge for a WhatsApp number to be added as an Access Point for a local or national government entity.	Per Access Number	25.00	Per Access Number	150.00	Per Access Number	150.00
BYOC	For when a customer owns a contractual relationship with a carrier, Content Guru can connect into that carrier, interoperability test, and configure the client's partition to use the carrier.	To Be Scoped	POA	Per Channel	3.00	Per Channel	3.00
BYOC with Encryption	Encryption add-on that facilitates BYOC if the carrier uses TLS (Transport Layer Security) to encrypt the RTP (Real-Time Transport Protocol).	To Be Scoped	POA	Per Channel	3.50	Per Channel	3.50
Professional Services							
Professional Services – Level 1 - Per Day	Experienced level services (Project Manager/Senior Project Manager/Project Delivery (i.e. provisioning)).	Per Day	1,350.00	n/a	-	n/a	-
Professional Services – Level 2 - Per Day	Developer or Manager-level services (Program Manager/Head of Project Delivery). Level 2 includes Training.	Per Day	1,950.00	n/a	-	n/a	-
Professional Services – Level 3 - Per Day	Director-level services (Project Management Director).	Per Day	2,750.00	n/a	-	n/a	-
Remote Training	One-off charge for a 2-hour Remote Training Session provided by Webex	Per Session	487.50	n/a	-	n/a	-
Other Services							
Web iPath Video	Licence charge for a Web iPath user to handle video calls	n/a	-	Per Named User	16.67	Per Named User	16.67
Demo Partition Rental	Charge for rental of a Demo Partition	Activation per Partition	100.00	Per Partition	135.00	Per Partition	135.00
Demo Partition Extra Licence	Charge for an extra Licence on Demo Partition	Activation per User	100.00	Per licence	22.50	Per licence	22.50
MTA (Mobile Task Assistant)	Ability for users to operate the MTA. The MTA is a mobile app that allows users to make and receive calls from other storm users and external callers using Wi-Fi or cellular data network connection. MTA can be installed on company mobile phones supplied by storm customers to their staff, or it can be installed by staff on their own personal mobile phones subject to the company's information security policies.	n/a	-	Per Named User	1.00	Per Named User	1.00

Product Name	Description	One-off Billing Type	One-off Charge (GBP)	Concurrent Monthly Billing Type	Concurrent Monthly Charge (GBP)	Named Monthly Billing Type	Named Monthly Charge (GBP)
Other Services							
CONTACT - Switchboard Operator	Required for every Switchboard Operator to be created. Channel Licences are required	Activation per user	50.00	Per Named User	45.00	Per Named User	45.00
UC Switchboard Operator	Required for every Switchboard Operator to be created	Activation per user	50.00	Per Named User	56.25	Per Named User	56.25
DATA MANAGEMENT FTP Automation	Watches an FTP location for files to Import into a DM Table	Per Configuration	50.00	Per import schedule	50.00	Per import schedule	50.00
VIEW & DATA Management Bundle	(Historical & Real-time, and DATA Management) Required for building historical reports. Required for displaying statistics in real time. Allows data sets to be created for use with OUTBOUND dialer campaigns and Inbound services.	n/a	-	Per Named User	600.00	Per Named User	600.00
storm TRANSCRIPTION	storm TRANSCRIPTION is storm's call transcription tool, which generates speech-to-text transcripts of call recordings. TRANSCRIPTION is an optional module within storm RECORDER. Transcripts are added to the recording metadata in RECORDER. The storm TRANSCRIPTION licence provides the ability for a CONTACT agent with a recording licence to have their voice interactions transcribed in stereo. storm TRANSCRIPTION is included with deployments of storm ANALYTICS.	n/a	-	Per Named User	1.00	Per Named User	1.00
storm TRANSCRIPTION (Standard) (Usage Charge)	storm TRANSCRIPTION (Standard) offers transcription of audio interactions spoken in the most common global languages.storm TRANSCRIPTION (Standard) Usage Charge is per hour. Usage can be bundled, and sold on an MRC (Monthly Recurring Charge) basis, on a 'Price x Quantity' model.	n/a	-	Per Hour	0.50	Per Hour	0.50
storm TRANSCRIPTION (Advanced) (Usage Charge)	storm TRANSCRIPTION (Advanced) offers transcription of audio interactions spoken in the most common global languages. Advanced offers a higher speech recognition performance level than Standard, providing better support for strong accents and calls with high background noise or poor audio quality. storm TRANSCRIPTION (Advanced) Usage Charge is per hour. Usage can be bundled, and sold on an MRC (Monthly Recurring Charge) basis, on a 'Price x Quantity' model.	n/a	-	Per Hour	0.75	Per Hour	0.75
storm TRANSCRIPTION (Extended Language Support) (Usage Charge)	storm TRANSCRIPTION (Extended Language Support) offers additional language support for transcription of audio interactions. storm TRANSCRIPTION (Extended Language Support) Usage Charge is per hour.	n/a	-	Per Hour	POA	Per Hour	POA
Postcode Picker (Excludes Ireland)	Within CKS, an agent can type in the postcode and can select from a set of valid addresses	n/a	-	Per 2.4k searches	120.00	Per 2.4k searches	120.00
Postcode Picker (IRE only)	Within CKS, an agent can type in the postcode and can select from a set of valid addresses	n/a	-	Per 1.2K searches	120.00	Per 1.2K searches	120.00

Product Name	Description	One-off Billing Type	One-off Charge (GBP)	Concurrent Monthly Billing Type	Concurrent Monthly Charge (GBP)	Named Monthly Billing Type	Named Monthly Charge (GBP)
Other Services							
storm ANALYTICS	storm ANALYTICS is storm's interaction analytics tool, which leverages AI-backed language technologies, including Automatic Speech Recognition (ASR) and Natural Language Processing (NLP). ANALYTICS is an optional module within storm RECORDER. ANALYTICS data is added to the recording metadata in RECORDER. The storm ANALYTICS licence provides the ability for a CONTACT agent with a recording licence to have their voice interactions transcribed in stereo and analysed for courtesy, compliance, or sentiment. storm TRANSCRIPTION is included with deployments of storm ANALYTICS.	n/a	-	Per Named User	1.50	Per Named User	1.50
storm ANALYTICS (Usage Charge)	The storm ANALYTICS (Usage Charge) is the cost for ANALYTICS usage. This is charged per hour.	n/a	-	Per Hour	1.55	Per Hour	1.55
storm LINK - Video	storm LINK allows an agent to generate a one-time link to a web page that is linked to the User's DTA and can be sent to a customer. storm LINK - Video comprises real-time one-way and two-way video calling, utilising both rear and front-facing cameras.	Professional Services	To Be Scoped	Per Named User	18.00	Per Named User	18.00
storm LINK - File Transfer & Location	storm LINK - File Transfer & Location provides file sharing (images, videos, documents, and photos) and geo-location sharing.	Professional Services	To Be Scoped	Per Named User	5.00	Per Named User	5.00
Pause and Resume	Pause and Resume Licence allows an agent's recording to be controlled by the Pause and Resume web service	Professional Services	To Be Scoped	Per Concurrent licence	34.10	Per Named licence	22.50
Integration with a new payment service provider	Charge for Integration with a new Payment Service Provider	Per Service Provider	5,000.00	Per Service Provider	-	Per Service Provider	-
SIP Trunk Channel Rental	Charge for SIP Trunk Channel Rental	Activation per Channel	10.00	Per channel per month	4.50	Per channel per month	4.50
INTEGRATE: Microsoft Teams SIP Setup	Setup of MS Teams SIP	Activation per partition	1,000.00	Per Month	-	Per Month	-
INTEGRATE: Microsoft Teams Additional SIP Channel	Addition of extra SIP channels for partitions where a 10:1 contention ratio is not enough.	n/a	-	Per Named User	5.50	Per Named User	5.50
Port Rejection Charge	Charge applied when a request to port numbers has been rejected.	Per Rejection	100.00	Per Rejection	-	Per Rejection	-
Port Out PS Fee	Porting charge, for moving numbers away from storm.	Per Number	25.00	Per Number	-	Per Number	-
Digital Customer - Hardphone	Fee required to maintain security on a type-approved hardphone	n/a	-	Per Hardphone	0.50	Per Hardphone	0.50

2.1 Usage & Transactional

Item	Charge per Minute (GBP)	Charge per Call (GBP)
Call Usage		
Inbound calls to the storm platform (UK Geo) Freephone	0.011	0.004
Inbound calls to the storm platform (UK Mobile) Freephone	0.040	0.004
Outbound Calls from the storm platform (UK Geo)	0.005	0.002
Outbound Calls from the storm platform (UK Wide)	0.014	0.001
Outbound Calls from the storm platform (UK Mobile)	0.011	0.001
Outbound Calls from the storm platform (Guernsey Mobile)	0.203	0.000
Outbound Calls from the storm platform (Jersey Mobile)	0.178	0.001
Outbound Calls from the storm platform (Manx Mobile)	0.222	0.000
Item	Billing Rule	Charge (GBP)
Other Usage		
SMS (UK) - Charge per outbound SMS	Per SMS	0.04
SMS (International) - Charge per outbound SMS.	Per SMS	0.11
storm Padlock	Per Transaction	0.10



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