



↔ **XBP** EUROPE

Outsourced Contact Centre as a Service

GCloud 15 Pricing Document

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Outsourced Contact Centre as a Service Pricing

Charges	Unit	Charge
Calls (1-10000)	Per Minute	£0.80
Calls (10001-13000)	Per Minute	£0.79
Calls (13001 - 16000)	Per Minute	£0.78
Calls (16001 - 19000)	Per Minute	£0.77
Calls (over 19000)	Per Minute	£0.76
Email (1-2000)	Email	£2.79
Email (2001 - 4000)	Email	£2.75
Email (over 4000)	Email	£2.71
Website Livechat (1-1000)	Per Webchat	£5.27
Website Livechat (1001-2000)	Per Webchat	£5.21
Website Livechat (over 2000)	Per Webchat	£5.16
Postal Fulfilment (1-1000)	Item	£0.90
Postal Fulfilment (1001-1500)	Item	£0.89
Postal Fulfilment (over 1500)	Item	£0.88
SMS Text	Item	£0.08
Live Agent Hourly Charge	Per Agent	£26.64
Agent Training (Per Agent Weekly)	Per Week	£224.05
Management Fees	Per Month	£11000

