

GCloud 15 Pricing - Vonage Contact Centre



Why Vonage (Part of Ericsson)

20+

YEARS EXPERIENCE

845,000

DEVELOPERS USE OUR APIs

\$1.4B¹

ANNUAL REVENUE

UCaaS, CCaaS and CPaaS
under one roof

Boost Customer Satisfaction and Loyalty by 42%
when Using Fully Integrated Communications²

99.999% Uptime Reliability³

¹Based on Vonage Holdings Corp 2021 10-K filing. ²Source: IDC Research 2017.
³The 99.999% claim is based on Vonage's average up-time and/or availability over a 6-month period
(from April 2019 to September 2019)

Contact Centre Packages Available

Enterprise style deals & time limited discounts may be available.

Individual Prices may increase during the contract as per CCS guidelines at call-off level, where reviews have been agreed by both parties prior to the contract award.

Priority

The perfect choice for companies getting started with a contact center

Features:

- Announcement Place in Queue
- Analytics, Reporting, and Dashboards
- Screen Pops, Call Recordings
- Disaster Recovery, Emergency Call Routing
- IVR, Skills-based Routing, SLA Optimizer
- Post Call Quality Rating
- Priority Call Handling, Personal Queues
- Single sign-on
- Contextualized Notifications
- Dialer, Omnichannel

Premium

A great option for companies focusing on improving customer experience and agent performance

All Priority features plus:

Dynamic & Multilingual Announcements
 Dynamic Routing, Queued Callback
 Whisper Coaching

Post Call Survey

APIs for

- Agent Availability
- Authentication
- Reporting, Interactions
- User Admin

...and more

Priority: per user** per month

5-49: £36.00

50-249: £29.60

250-499: £29.60

500+: £29.60

Premium: per user** per month

5-49: £52

50-249: £48

250-499: £42

500+: £38

**Concurrent licencing available at 1.75 times the named per user per month pricing

Contact Centre Add-Ons Available

Add-on Options*

Additional add-on options make your contact center work even harder for your business:

Speech Analytics
Virtual Assistant
Workforce Management
PCI Compliance
Visual Engagement
Screen Recording
Integrated UC/CC Experience
Web & Mobile Chat
CRM Integrations
SMS Magic

Integrations					
Licence Volume	Salesforce Advanced	Salesforce Core	Salesforce Service Cloud Voice with Transcription	Salesforce Service Cloud Voice without Transcription	Other CRMs
5-49	£34.00	£16.00	£34.00	£16.00	£16.00
50-249	£27.00	£14.80	£27.00	£11.00	£11.00
250-499	£25.00	£14.80	£25.00	£10.00	£10.00
500+	£23.00	£14.80	£23.00	£8.50	£8.50

Integrations (continued)					
Licence Volume	IW Digital Add-on	IW Voice Only	IW Voice and Digital (All CRMs)	IW Agent Assist (AA) Basic Omni (Voice and Digital)	IW AA Basic Digital
5-49	£18.00	£4.00	£18.00	£28.00	£15.00
50-249	£13.00	£3.33	£13.00	£28.00	£13.50
250-499	£12.00	£3.33	£12.00	£28.00	£11.00
500+	£10.50	£3.33	£10.50	£28.00	£10.00

Contact Centre Add-Ons Available

Product Description	Price	Comment
Vonage AI Virtual Assistant Base Package 20,000 AI minutes per month	£9,320.00	Per annum
Vonage AI Virtual Assistant Base Package 10,000 AI minutes per month	£6,540.00	Per annum
Vonage AI Virtual Assistant UK SMS	£5,194.00	Per annum
Vonage AI Virtual Assistant WhatsApp	£4,902.00	Per annum
Vonage AI Virtual Assistant AI Web Chat	£4,902.00	Per annum
Vonage AI Virtual Assistant Managed Service - 1 Full Day per month	£9,320.00	Per annum
Vonage Conversation Analyser 2,000 Transcription Minutes per month	£34.00	Per License per Month
PCI-Pal Agent Assist Secure Payments (Named)	£18.00	Per user per month
SMS Magic for Vonage Contact Centre (Named)	£17.00	Per user per month
SMS Magic 250 SMS per month	£3.00	Per month
Screen Recording 2,000 SR minutes per month	£21.00	Per License per month
Visual Engagement (Named)	£11.00	Per user per month
Verint Enterprise WFM User License (Named)	£27.00	Per user per month
Calabrio WFM User License (Named)	£27.00	Per user per month
Injixio WFM User License (Named)	£25.00	Per user per month

Call Charges & Line Rental

UK Customer GBP (£)	Dialled Number	Per Minute Charge
	Domestic	£0.01
	International	£0.02
	Domestic +	£0.04

- Charged on a monthly basis depending on usage
- International calls are anywhere globally outside the country that the user is based in
- Domestic + are calls to toll free numbers or premium rate numbers
- Numbers are available on request at a monthly line rental fee. Domestic numbers are charged at £2 per number per month with a £2 set-up fee
- Porting charges apply if keeping existing numbers
- Charges to nearest 15 seconds rather than 60 seconds
- On average Vonage offer a 25% discount when bundled minutes are purchased up front

Support Options

	Standard	Premium	Premium Plus
SUPPORT Covered hours	08:00-18:00 Telephone 24/365 Email/Customer portal	24/365 Telephone/Email/ Customer portal	24/365 Telephone/Email/ Customer portal
PRIORITY 1 Response time	30 minutes	15 minutes	15 minutes
PRIORITY 2 Response time	1 hour	30 minutes	30 minutes
PRIORITY 3 Response time	1 business day	4 hours	4 hours
ASSISTANCE			Technical Account Manager Bi-annual training session
	10% of total license price	20% of total license price	25% of total license price

We also offer a basic support package free of charge if this is the preferred route. Please contact Vonage for more details.

Professional Services

Vonage Professional Service Rates:

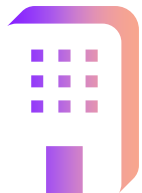
Project Manager	£1,300.00 per day
Consultant, Contact Centre	£1,200.00 per day
Consultant, Voice Networking	£1,200.00 per day
Consultant, Training	£1,200.00 per day
Consultant, AI	£1,200.00 per day
Managed Service, 1 day per month for 12 months	£12,000.00 pa
Managed Service, 1/2 day per month for 12 months	£6,000.00 pa

Standards for Professional Services day rates:

- Number of days required is detailed in the Scope of Work (SoW)
- PM & Consultant's working day: 8 hours exclusive of travel and lunch
- Working week: Monday to Friday excluding national holidays
- Office hours: 9:00am to 5:00pm Monday to Friday
- Travel, mileage subsistence: Included in day rate within M25. Payable at department's standard travel and subsistence rates outside M25
- Mileage: As for travel, mileage subsistence
- Professional indemnity insurance: included in day rate

 Milestone	 Activities	 Responsibility
01 PREPARATION	• Sales Handover • Project Kick Off • Framework Completion	Vonage Sales Vonage PS Customer
02 PROVISIONING	• Account Creation • Feature Alignment • Number Porting/Creation	Vonage Provisioning
03 SITE READINESS SURVEY	• Network review of all customer sites	Vonage SRS Consultant
04 DESIGN	• Solution Design Workshop • Design Production and Signoff	Vonage PS Customer
05 CONFIGURATION	• CRM Integration • Call Plan Build • Functionality Setup	Vonage PS
06 TEST SUPPORT	• Admin • Supervisor Training • Agent Training	Vonage PS Customer
07 TRAINING	• Call Plan • Functional Testing • Quality Testing	Vonage PS Customer
08 PRODUCTION READY	• Go-Live • Floor walking • Remote Support	Vonage PS Customer
09 WARRANTY SUPPORT	• Hypercare • User Adoption Assistance	Vonage PS Vonage Support Customer

Companies Reinventing Their Business with Vonage.



100,000+
BUSINESS ACCOUNTS

Companies taking a more advanced and mature approach to communications technology enable better customer service and better overall business results.

-IDC WHITEPAPER

An IDC Study sponsored by Vonage



Recognized as a Leader



Vonage Wins Gold in 5G Category at Merit Awards for Telecom 2024



Vonage Wins Best Virtual Agent Platform at CX Awards 2024



CRN® Names Vonage to 2024 Channel Chiefs List



Vonage Named Platinum Winner for Best CCaaS Solution at Telco Innovation Awards 2024



Latest G2 Reports Rank Vonage a Leader Across Communications APIs and Unified Communications



Frost & Sullivan Names Vonage Asia-Pacific CPaaS Company of the Year for Third Consecutive Year.



Vonage Recognized in the 2021 Gartner Peer Insights 'Voice of the Customer' UCaaS, Worldwide Report



Aragon Research Globe™ for Unified Communications and Collaboration, 2021



Vonage recognised by Salesforce for demonstrating innovation and excellence



Vonage positioned as a Leader in the IDC MarketScape: Worldwide Communications Platform as a Service 2021 Vendor Assessment



Vonage has positioned in the 2021 Major Players category by IDC



Vonage Wins UC Award for Best CPaaS Platform



Vonage Wins Gold Stevie® Award For Web Redesign In American Business Awards®



Four Vonage Team Members Receive CRN® Women of the Channel Award



Vonage Receives 2020 Product of the Year Award for Vonage Meetings Video Collaboration Solution



Vonage Wins 2019 Leading Lights Award for Most Innovative Business Cloud Service

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