



Puzzel Contact Centre

G-Cloud 15 Pricing

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Puzzel Contact Centre

Licences

Choosing the right solution for your contact centre shouldn't be complicated, so we've created three packages with you, your employees and your customers top of mind. If you're looking for something truly bespoke, you can also build your own.

Each package has our industry-leading native cloud Customer Service Platform at its heart and is designed to grow and adapt with your needs.

The following table highlights what is included at a high-level:

Resolve	Impress	Power
Get the essentials by focussing on providing a phone option	Support your agents so they are enabled for shorter, delightful conversations with customers	Improve customer satisfaction further with advanced tools for both agents and managers
Voice Only	Voice, Chat, Messaging and Email	Voice, Chat, Messaging and Email
Basic IVR	Omnichannel Routing	Omnichannel Routing
Call Recording	IVR with Text to Speech	Voicebot
Silent Monitoring	Call Recording	IVR with Text to Speech
Reporting	Silent Monitoring	Call Recording
Agent Assist	Reporting	Silent Monitoring
Microsoft Teams Integration	Advanced Agent Assist with Sentiment Analysis, Bot, Knowledgebase	Reporting
	Microsoft Teams Integration	Advanced Agent Assist with Sentiment Analysis, Bot, Knowledgebase
		Microsoft Teams Integration
		Performance Management
		Puzzel Workforce Management

All prices are in Pounds Sterling and exclusive of VAT. Terms and Conditions apply, see separate MSA. All prices are based on payment annually in advance.

The following pricing table is for comparative purposes and assumes the following:

- Minimum 12-month agreement.
- Named User licencing.
- Annual upfront billing.

Please note public sector organisations can expect to pay less than the below. Concurrent user pricing is also available. Please contact Puzzel for a specific quote based on your organisation.

Package	Charge	Price per User, Per Month
Resolve	Annual Upfront	£53.90

Package	Charge	Price per User, Per Month
Impress	Annual Upfront	£79.20
Power	Annual Upfront	£117.70

Optional / Add-On Costs

Customers have the ability at any point during their contract to add additional services to their Puzzel solution including additional features, channels, and software. The following table is a high-level overview of these add-ons and their charges.

Puzzel Service or Feature	Charge	Monthly Recurring Fee
Co-Pilot	Per User	£29.00 per user per month
Live Summary – Bundle of 1000 hours	Module Fee	£156.25 per month
PCC Outbound Dialler	Per User	£11.00 per user per month
Voice Transcriptions – up to 2500 hours	Module Fee	£2,442.00 per month
Voice Transcriptions – Additional hours	Per Hour	£2.00 per hour per month
Extra Recording Storage (up to 6 months)	Per User	£10.00 per user per month
Extra Recording Storage (up to 12 months)	Per User	£15.00 per user per month
PCI Phone payment (with Agent Assist)	Named User	£25.00 per user per month
PCI Phone payment (with Omnichannel)	Named User	£33.00 per user per month
PCI Phone payment (additional charge for IVR)	Named User	£9.00 per user per month
Raw Data (Contact Centre)	Per User	£4.00 per user per month
Raw Data (Case Management)	Per User	£5.00 per user per month
Text to Speech for IVR Audio	Module Fee	£281.00 per month
SMS Gateway	Module Fee	£143.00 per month
Live Share: Co-browsing	Per User	£15.00 per user per month
Live Share: Co-Browsing and Screen share	Per User	£19.00 per user per month
Live Share: Co-Browsing, Screen Share and Video / VoIP	Per User	£23.00 per user per month
Case Management	Per User	£25.00 per user per month
Consumer Knowledgebase – Including 250,000 web visitor sessions per month	Module Fee	£440.00 per month

Puzzel Service or Feature	Charge	Monthly Recurring Fee
Consumer Knowledgebase – For additional sessions batch of 2m	Module Fee	£143.00 per month
Consumer Knowledgebase – Additional user interface / Additional language	Module Fee	£143.00 per month
Customer Survey & Performance Management	Named User	£12.00 per user per month
Puzzel Workforce Management	Named User	£15.00 per user per month
WhatsApp – 10 mps (messages per second)	Module Fee	£209 per month
WhatsApp – 20 mps (messages per second)	Module Fee	£523 per month
WhatsApp – 30 mps (messages per second)	Module Fee	£836 per month
Puzzel Express Connect SIP Trunk	Module Fee	£468.00 per month
Multi-carrier option	Per User	£1.00 per user per month

Traffic Charges

Any traffic charges will be charged in pence per minute (ppm), monthly in arrears for any calls and SMS that may be utilised. Please see the full list of numbers and locations at the end of this document.

Customer Support Packages

Puzzel's Support function allows you to benefit from extensive self-help but when needed you can gain immediate access to a technically proficient support team. There are four levels of remote support available to you today:

- Basic
- Standard
- Premium
- Elite

Standard, Premium and Elite are all available for a fee and include access to Service Credits. The following table details the different tiers of support and additional pricing of each package available:

Support Level	Basic	Standard	Premium	Elite
Support Hours	UK Business Hours (Monday to Friday)	UK Business Hours (Monday to Friday)	UK Business start up until 9pm (Monday to Friday)	24/7 (Monday to Sunday)

Support Level	Basic	Standard	Premium	Elite
Ticket Access	Ticket via Help Portal	Ticket via Help Portal	Ticket via Help Portal	Ticket via Help Portal
Phone Support	Not Available	Not Available	Phone Support (Business Hours) Emergency Support (Extended Hours)	Phone Support (Business Hours) Emergency Support (24/7)
Webchat	Web Chat Available	Web Chat Available	Web Chat Available	Web Chat Available
Self-Service	Puzzel Help Portal	Puzzel Help Portal	Puzzel Help Portal	Puzzel Help Portal
Uptime Status	Puzzel Status Page	Puzzel Status Page	Puzzel Status Page	Puzzel Status Page
Price	Free of Charge	5% of all annual recurring charges	7% of all annual recurring charges	10% of all annual recurring charges
Service Credits	Not Included	Included	Included	Included

For those customers who require additional support or desire a named support contact, we offer options to add to your support package and give you additional convenience and efficiency through the following:

Named Service Manager – A dedicated individual alongside your Key Account Manager, this individual will deliver Monthly Service Reviews, Extended Service Level Reporting and will act as your single Point of Contact for Support Escalations.
Price – £7,700.00 per year.

Extended Service Level Reporting – If you desire additional reporting but do not require the convenience of a Service Manager, we can offer the Extended Service Level Reporting on its own. This is priced per report. This reporting includes:

- Puzzel Platform Availability.
- Tickets Raised.
- Ticket Volumes and SLA Achievement over time.
- Price – £120.00 per report.

Initial Implementation

Initial one-off setup and implementation costs are based upon discovery.

Puzzel project management, consultation, set-up, and training fees will typically include all the following activities for customers:

- **Detailed Design Workshop** with dedicated Puzzel specialists (including Solution Architect, Delivery Manager and Key Account Manager)
- **Completed Service Description Document** and Call-flow Documentation.
- **Build and testing** of all Call Flows ready for UAT testing.
- **Initial configuration** of Contact Centre, system, and Agents.
- **Training** for Agents, Supervisors / Administrators.
- **Virtual / On-site Go-live support** including Floor Walkers.

Ratecard

Project management, design and initial configuration will be charged at £154.00 per hour with effort estimation based upon the level of features, integrations, and add-ons desired. Additional Professional Services including change requests can be purchased at any time also for £154.00 per hour. Floor Walking service on Go-Live is chargeable at £800.00 per site, per day.

Training

Training includes a range of mandatory and optional courses to aid in the adoption of your chosen services, as well as optional access to our Learning Management System (LMS) for on-demand online training:

Training Course	Mandatory?	Time	Max Participants	Price per Session
Admin Portal Training	Yes	1 day only	8	£1,375.00
Agent Training (1 block)	Yes	1 1/2 hours	15 per block	£390.00
Agent Training (Full day, 4 blocks)	Optional	1 day, max 4 blocks per day	60 (15 per block)	£1,375.00
Agent Train the Trainer Training	Optional	2 x 1/2 days	8	£1,800.00
Agent Live Share Training (Block)	Yes - Subject to Purchase	1 hour	15	£390.00
Puzzel Email Training for Agents	Yes - Subject to Purchase	2 1/2 hours	15	£690.00
Call Flow Tool Training	Optional	1 day only	8	£1,375.00

Training Course	Mandatory?	Time	Max Participants	Price per Session
Dialler (set up, administration and using of dialler)	Yes – Subject to Purchase	2 hours	8	£690.00
Webchat (set up, administration, using webchat)	Yes – Subject to Purchase	2 hours	8	£690.00
SMS (set up, administration, using SMS)	Yes – Subject to Purchase	2 hours	8	£390.00
Knowledgebase (set up, administration, using)	Yes – Subject to Purchase	2 hours	8	£390.00
Statistics Training	Optional	1/2 day only	5	£690.00
Raw Data Training (Contact Centre)	Yes – Subject to Purchase	1/2 day only	5	£690.00
Customer Insight Training	Yes – Subject to Purchase	2 hours	8	£690.00
Puzzel Academy Pass (LMS)	Optional	N/A	N/A	£0.00 (FOC)