

WORLDLINE | **CX Suite**

Pricing Summary

Description

- **Deliver exceptional customer experiences, today**

Worldline CX Suite is a customer experience platform (CXP) dedicated to the digital transformation of the customer relationship.

Our solution is your one-stop shop for seamless customer interactions. It unifies customer interactions in a single interface, allowing Customer Service team to track and analyse all the conversations, no matter the channel used. Worldline CX Suite optimise your key processes and enhance your customer experience.

Improve your customer service, enhance your team engagement, transform your processes... Our platform adapts to your needs and evolves alongside your organisation.

- **Powered by AI**

Leverage the power of AI at the core of our solution to anticipate your customers' needs and automate real-time replies



Pricing/Charging Model

The CX Suite pricing structure comprises three main components:

- **Initial Setup Fees:** Non-recurring charges that cover professional implementation services and the activation of licensable components, including user accounts and software modules.
- **Monthly Seat Licenses:** Recurring monthly charges for access rights, available in both fixed allocation and concurrent user models depending on the license type selected.
- **Variable Usage Fees:** Charges calculated based on actual consumption of services, including per-minute call rates, data recording costs, SMS and email transmission fees.

The CX Suite licensing framework is built on modularity and adaptability, offering customers extensive flexibility and control over the feature set they deploy. Organizations can tailor their seat license quantities according to their specific requirements by license category, and have the opportunity to enhance their subscription with supplementary feature modules and optional add-on services.

Our pricing is optimized for a 3-year contract.



Licencing Elements

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

- The Agent (Advisor) profile: Handles interactions via a unified omnichannel banner (voice, emails, live chat, SMS, video conferencing). Has 360° customer visibility and can manage up to 8 simultaneous interactions through "media blending". Benefits from "CX Assist" AI for real-time suggestions and features such as call transfer, hold and recording suspension for sensitive data. Interface adapted to their authorisations and management of availability statuses.
- The Supervisor profile: Operational team leadership and team management with real-time supervision tools and advanced statistics. Has direct rights over agents (disconnection, pause validation, skills modification). Performs discreet listening, "whisper" interventions or conference calls for coaching and quality assurance. Configures threshold alerts and administers wall panels to display key performance indicators across the contact centre.
- The Administrator profile: Complete control of system configuration: management of domains, teams, users and authorisations (RBAC). Uses the "Studio" graphical editor to model user journeys (IVR) and complex routing strategies without requiring in-depth technical expertise. Configures calendars and opening schedules, orchestrates outbound campaigns, defines standard response templates and ensures data segregation between domains.



Concurrent Licencing / Named User Licencing

- **Simultaneous connection licences:** Define the maximum number of users connected concurrently at any given time. This volume determines the technical sizing of the infrastructure and the capacity of data streams (voice, emails, chats) that the platform can handle in real-time. This ratio is crucial to ensure compliance with service level agreements (SLAs) during peak activity periods.
- **Named user licences** (or Declared user licences): Correspond to the total number of user accounts or identities created in the solution's repository. This includes all profiles (agents, supervisors, administrators) registered in the database, whether connected or not. Unlike simultaneous connections, the creation of named users has virtually no software technical limitations, although it impacts the administrative management of the organisation.

CX Suite



CX Voice



CX Messaging

CX Voice & CX Messaging

Licence	Description	Monthly Billing Method	Monthly Billing Type	Monthly Charge (GBP)
CX Voice (IVR, Routing and ACD)	CX Voice with Recording capabilities, Inbound and Outbound with Dialer Or Campagn	Monthly Charge	Per Concurrent Licence	£ 70,00
CX Voice without Recording	CX Voice without Recording capabilities, Inbound and Outbound with Dialer Or Campagn	Monthly Charge	Per Concurrent Licence	£ 66,00
CX Messaging	Email	Monthly Charge	Per Concurrent Licence	£ 24,00
CX Messaging	Chat WhatsApp	Monthly Charge	Per Concurrent Licence	£ 16,00

The prices above do not include voice termination costs.

CX Suite



CX Assist

CX Assist

Licence	Description	One-off Billing Method	Monthly Billing Type	Monthly Charge (GBP)	
CX ASSIST Call Summary	A Automatic Call summary Agent with the ability to transcribe a call in real time, show the transcription in Agent Banner summarise the call on completion and format the details in a format to add to a form. Subject to fair usage policy below : 80 Summaries / month STT excluded	One-off Charge	Per Agent	£	24,00
CX ASSIST Assistant Q&A	The assistant supports your agents by providing precise answers based on the company's internal knowledge. Faster results, controlled information, and simplified work for quality exchanges and an optimized customer experience. Subject to fair usage policy below : 500 interactions / month	One-off Charge	Per agent	£	24,00
CX ASSIST Coach Writer	AI analyses content written by the agent and automatically proposes spelling, grammatical and stylistic corrections in real-time Subject to fair usage policy below : 500 interactions / month	One-off Charge	Per agent	£	24,00
Token after fair use	Token after fair use : Price of token : 0.8 € / token 1 token => 50 summaries 1 token = 200 interactions	One-off Charge	Per token	£	0,75
STT Consumptions	For Call summary,	One-off Charge	Per minute	£	0,010

The interaction is based on a question-and-answer format.

CX Suite



CX Agent

CX Agent

Licence	Description	One-off Billing Method	One-off Billing Type	One-off Charge (GBP)	Monthly Billing Method	Monthly Billing Type	Monthly Charge (GBP)
CX Agent ChatBot	ChatBot simple Q&A without connexion to IS	One-off Charge	Per chatbot	9 400,00	Monthly Charge	Per Chatbot (10 000 conversation included / month)	£ 1 220,00
CX Agent Callbot	CallBot simple Q&A without connexion to IS	One-off Charge	Per Callbot	46 700,00	Monthly Charge	Per Callbot (10 000 conversation included / month)	£ 5 130,00

CX Suite



CX Suite Addon

CX Suite Addon

Licence	Description	One-off Billing Method	One-off Billing Type	One-off Charge (GBP)	Monthly Billing Method	Monthly Billing Type	Monthly Charge (GBP)
Recording Storage	Recording storage per terabyte.	One-off Charge	Per TB	1,000.00	Monthly Charge	Per TB	£ 80,00

Licence	Description	One-off Billing Method	One-off Billing Type	One-off Charge (GBP)	Monthly Billing Method	Monthly Billing Type	Monthly Charge (GBP)
WFM (Calabrio)	Provide WFM Solution based on our partner Calabrio	One-off Charge	Subject To Scoping	Subject To Scoping	Monthly Charge	Per Named User	£ 24,00

Licence	Description	One-off Billing Method	One-off Billing Type	One-off Charge (GBP)	Monthly Billing Method	Monthly Billing Type	Monthly Charge (GBP)
Integration Salesforce Voice	Licence for Salesforce integration.	One-off Charge	Activation Per Service	On demand	Monthly Charge	Per Named User	On demand
CTI Integration Dynamics	Licence for Dynamics integration.	One-off Charge	Activation Per Service	On demand	Monthly Charge	Per Named User	On demand
CTI Integration Custom	Licence for a Custom integration.	One-off Charge	Activation Per Service	Subject To Scoping	Monthly Charge	Per Named User	Subject To Scoping

Professionnal Services

The professional services of CX Suite are designed to support your implementations, transitions, and innovations. They include:

- Preparation and deployment: Support for site and network preparation, monitoring of tailored deployment plans aimed at ensuring optimal voice quality and service.
- Technical and sector expertise: Provision of experienced Solution Consultants throughout the design and contract duration, as well as sector experts for innovation and process optimization.
- Project management and quality: Engineers, a dedicated project manager, and a rigorous acceptance testing procedure with flexible user acceptance testing periods.
- Dedicated support: An experienced Account Manager specific to your sector, acting as a single point of contact.
- Monitoring and continuous improvement: Quarterly service reviews and innovation sessions, including an in-depth analysis of usage and performance to maximize the value of the solution.
- Responsive support: Fast access to sector-specific support teams familiar with your service, with priority management and escalation for identified issues.
- Training and adoption: Comprehensive and personalized training sessions for end users and administrators, supplemented by digital and printed resources to support launch.

PS Pricing Sheet

	Strategy & Architecture	Business Change	Solution Development & Implementation	Service Management	Procurement & management support	Client Interface
1 Follow	£700	£700	£700	£700	£700	£700
2 Assist	£850	£850	£850	£850	£850	£850
3 Apply	£1 000	£1 000	£1 000	£1 000	£1 000	£1 000
4 Enable	£1 250	£1 250	£1 250	£1 250	£1 250	£1 250
5 Ensure / Advise	£1 750	£1 750	£1 750	£1 750	£1 750	£1 750
6 Initiate / Influence	£2 500	£2 500	£2 500	£2 500	£2 500	£2 500
7 Set Strategy / Inspire	£3 500	£3 500	£3 500	£3 500	£3 500	£3 500

Standard SLA

Choosing our Worldline CX Suite Cloud Edition platform is choosing a trustable and robust solution to support your Customer Experience relationship. We aim at providing to our customers a transparent commitment to execute our services with a Service Level Agreement (SLAs) structure that guarantees a 99.9% monthly availability. During the Term of the agreement under which Worldline will provide its CX Suite Cloud Edition services and platform to Customer (as applicable, the "Agreement"), Worldline will make Service Available 24 hours a day, 7 days a week, using commercially reasonable best efforts to provide 100% uptime.

Severity levels

Support level are classified based upon the definitions outlined in the table below. Reasonable efforts will be made to respond to Customer's support requests per the following guidelines. Cases are prioritized according to their business impact and frequency described in this document.

"Severity" : is defined as the impact that an issue has on the Customer's ability to conduct business.

"Priority" : is defined as the customer-designated level of importance.

Severity	Definition
Severity 1 - Critical	Customer is experiencing a severe problem resulting to a total loss of access to the services and platform, or a security impact on the business organization.
Severity 2 - High	Customer is able to perform its business but the overall performance is strongly degraded, or some key functions are not accessible.
Severity 3 - Medium	Customer is able to perform its business, however noncritical are not usable or hard to manage.
Severity 4 - Low	Customer is able to perform its business, however trivial or minor impacts on Customer's business operations can be faced.

Response times

Worldline FLS (First level support) is available for our customers 24/7, 365 days per year.

Our target response times are based on the severity level definition proposed in order to define the Incident Priority level.

Worldline will use all the reasonable effort to issues and incident in line with the table below:

Priority	Initial Response time	Resolution target
Priority 1 - Critical	15 min.	4 hours
Priority 2 - High	2 hours	24 hours
Priority 3 - Medium	24 hours	5 business days
Priority 4 - Low	48 hours	8 business days

Standard SLA

- **“Availability calculation method”** : $\text{Availability} = (\text{Total during the month} - \text{Total minutes of total loss of access on services} + \text{Total minutes of uptime exclusions}) / \text{Total minutes during the month}$
- **“Uptime”** : defined as the percentage of availability calculated during a month (not including Uptime Exclusions) in line with the availability calculation method.
- **“Initial Response Time”**: Human response (call, mail or ticketing) or acknowledgment of an incident by Worldline support teams.
- **“Resolution Time”** : Resolution is defined as the restoration of service of a reported incident or the implementation of a viable work around.

Thanks

