



Agentic AI Contact Centre

Price Card

G Cloud 15

Lot 2b – Software as a Service (SaaS)

January 2026

redcentric

AGILE • AVAILABLE • ASSURED

Agentic AI Contact Centre

Agentic AI Contact Centre service elevates public engagement with it's: AI-enhanced, omnichannel solutions seamlessly integrated with Redcentric's core voice services. Experience unparalleled communications across voice and digital channels with advanced AI automation, smart routing, and analytics. Effortlessly scalable, our CCaaS (Contact Centre as a Service) platform ensures top-tier service with end-to-end encryption and data sovereignty.

Agentic AI Contact Centre is compatible with Redcentric Microsoft Teams Calling, Unity IP Voice and Unity Extend services also available from G-Cloud.

Pricing

All prices exclude VAT.

This Service is subject to a Call-Off Contract Period of 36 months.

A minimum order of users applies. For concurrent users, a minimum order of 13 agents + 1 supervisor is required. For named users, a minimum order of 10 agents + 1 supervisor is required. All licence prices listed are per licence. Associated Calls Tariff is listed below.

Lot 2 discounts will be applied to the prices set out in this Price Card and calculated based on the total annual Call-Off Contract value – see Table 1 for details.

Discounts

Table 1 – Annual Call-Off Discounts.

Annual Call-Off Value	Discount %
less than £250,000	2%
between £250,001 and £500,000	4%
between £500,001 and £1,000,000	5%
between £1,000,001 and £2,500,000	6%
between £2,500,001 and £5,000,000	8%
over £5,000,000	10%

Service Set Up

Table 2 – Agentic AI Contact Centre service set up. Call-Off Contract Period of 36 months.

Service Order Reference Number	Service Description	One-Off Charge
COMMS-UTY-AICC-VOICEONLY(S)	CCaaS - Voice only Service Establishment	£6,311.25
COMMS-UTY-AICC-VOICEDIG(S)	CCaaS - Voice + Digital Service Establishment	£7,573.50

Voice Service Establishment includes:

- Provision of a single voice tenant
- SIP trunk configuration
- Configuration of 2 voice inbound flows (workflows, auto-attendant up to 20 nodes and queue treatment)
- Integrations are excluded
- CC Agent User configuration
- Configuration break reason codes and completion codes
- Configuration of call recording (if capability is purchased)
- Provision of standard real-time and historical reports including out of the box Power BI templates
- Admin Knowledge Transfer (8 hours)
- Support of User Acceptance Testing (2 days)
- Go-Live Support (1 day)

Voice and Digital Establishment includes all of the above, as well as:

- Configuration of up to 3 inbound digital flows supporting up to 3 supported channels (e.g. Webchat, Facebook Messenger)
- SMS (via InfoBIP), WhatsApp, Viber, Instagram Direct Message)
- Integrations and FAQ bot configurations are excluded

Voice Service Establishment is required for essential agent licences. Voice and Digital Establishment is required for advanced and agentic agent licences.

Core Licences

Table 3 – A choice of core User Licences. Call-Off Contract Period of 36 months.

Service Order Reference Number	Licences	Monthly Recurring Charge
COMMS-UTY-AICC-ESSV-CU	Essential Agent – Voice Concurrent User	£62.00
COMMS-UTY-AICC-ESSV-NU	Essential Agent – Voice Named User	£45.00
COMMS-UTY-AICC-ADV-CU	Advanced Agent Concurrent User	£72.00
COMMS-UTY-AICC-ADV-NU	Advanced Agent Named User	£55.00
COMMS-UTY-AICC-AGENTIC-CU	Agentic Agent CCaaS Concurrent User	£92.00
COMMS-UTY-AICC-AGENTIC-NU	Agentic Agent CCaaS Named User	£75.00

Feature Matrix

Table 4 – The following table provides a detailed breakdown of the price and features allocated per Licence.

Service Order Reference Number	Agentic CC Service - Feature Matrix	Notes	Essential - Voice	Advanced	Agentic CCaaS
	What do you get with each subscription plan?		Voice conversations	Blended Voice & Digital Channels	True omnichannel customer experience
See below row	Minimum Seat Number (Named Agent)		13 agents + 1 supervisor	13 agents + 1 supervisor	13 agents + 1 supervisor
	Service Order Reference Number (Named Agent)		COMMS-UTY-AICC-ESSV-NU	COMMS-UTY-AICC-ADV-NU	COMMS-UTY-AICC-AGENTIC-NU
See below row	Minimum Seat Number (Concurrent Agent)		10 agents + 1 supervisor	10 agents + 1 supervisor	10 agents + 1 supervisor
	Service Order Reference Number (Concurrent Agent)		COMMS-UTY-AICC-ESSV-CU	COMMS-UTY-AICC-ADV-CU	COMMS-UTY-AICC-AGENTIC-CU
	Number of Channels (choice of)		1	4	5
Channels					
	Voice (MS Teams)	Additional carrier/service provider fees apply	✓	✓	✓
	Voice (Cloud PBX)	Additional carrier/service provider fees apply	✓	✓	✓
	Concurrent voice calls (SIP trunks)	Additional trunks are subject to additional charges	1.5 x concurrent agent 1.3 x named agent	1.5 x concurrent agent 1.3 x named agent	1.5 x concurrent agent 1.3 x named agent
	Webchat		TM	✓	✓
	Email (via O365)		TM	✓	✓
	Facebook Messenger	Additional carrier/service provider fees apply	TM	✓	✓
	SMS (via Info BIP)	Additional carrier/service provider fees apply	TM	TM	✓

Service Order Reference Number	Agentic CC Service - Feature Matrix	Notes	Essential - Voice	Advanced	Agentic CCaaS
	WhatsApp	Additional carrier/service provider fees apply	TM	TM	✓
	Viber	Additional carrier/service provider fees apply	TM	TM	✓
	Instagram Direct Message	Additional carrier/service provider fees apply	TM	TM	✓
	Custom Channel (e.g. Mobile App Integration)		TM	TM	TM
Voice Channel Features					
	Announcement and menus		✓	✓	✓
	Touchtone based IVR with backend system integration		✓	✓	✓
	In-queue waiting treatment announcements		✓	✓	✓
	Service Level Based Routing		✓	✓	✓
	Attribute Based Routing		✓	✓	✓
	In-Queue Callback		✓	✓	✓
	Cherry picking from queue		✓	✓	✓
	Visual Workflow Designer		✓	✓	✓
	Outbound Preview Dialler		✓	✓	✓
	Outbound Predictive Dialler with blending		TM	TM	✓
Chat Channel Features					
	Messages and menus		TM	✓	✓
	Data collection and back system integrations		TM	✓	✓
	In-queue waiting treatment messages		TM	✓	✓
	Service Level Based Routing		TM	✓	✓
	Attribute Based Routing		TM	✓	✓
	Cherry picking from queue		TM	✓	✓
	Visual Workflow Designer		TM	✓	✓
Email Channel Features					
	Service Level Based Routing		TM	✓	✓
	Attribute Based Routing		TM	✓	✓
	Cherry picking from queue		TM	✓	✓
	Visual Workflow Designer		TM	✓	✓
Interaction Management					
	Customer Profile		✓	✓	✓
	Customer Interaction History		✓	✓	✓
Automation without AI					
	Auto Attendant IVR (DTMF)		✓	✓	✓
	Transactional BOT	Requires professional service customisation	TM	~	TM
	Data Collector Bot		✓	✓	✓

Service Order Reference Number	Agentic CC Service - Feature Matrix	Notes	Essential - Voice	Advanced	Agentic CCaaS
	FAQ Bot (NLP/NLU) on chat channel	Customer/Redcentric to provision custom question answering service provided by Microsoft Language Studio	TM	✓	✓
	BYOB (Bring Your Own Bot)		TM	~	✓
Agent Tools					
	Agent Interface (Web-based)		✓	✓	✓
	Agent Interface (MS Teams App)		✓	✓	✓
	Agent Scripting		✓	~	✓
Administrator					
	Portal Administrator		✓	✓	✓
Supervisor & Performance Management license & features					
COMMS-UTY-AICC-SUPR-NU	Supervisor License	per user	£12.63	£12.63	£12.63
	Agent Performance Dashboard		✓	✓	✓
	Supervisor Dashboard		✓	✓	✓
	Monitor, Whisper & Barge-in		✓	✓	✓
	Realtime Reports (Queues & Teams)		✓	✓	✓
	Power BI Integration & Templates		✓	✓	✓
AI Module Add-ons					
COMMS-UTY-AICC-AIVOICEBOT-U	AI Voice Bot	Subject to consumption-based pricing	✓	TM	✓
COMMS-UTY-AICC-AICHATBOT-U	AI Chatbot	Subject to consumption-based pricing	TM	TM	✓
COMMS-UTY-AICC-AIEMAILBOT-U	AI Email Bot	Subject to consumption-based pricing	TM	TM	✓
COMMS-UTY-AICC-VOICERTTRAN-U	AI Voice Real Time Translation	per named agent. Subject to consumption-based pricing	£12.63	£12.63	£12.63
AI Module Add-on Consumption					
COMMS-UTY-AICC-AIVOICEBOT-U(U)	AI Voice Bot	Per minute	£0.091	TM	£0.091
COMMS-UTY-AICC-AICHATBOT-U(U)	AI Chatbot	Per 15 minutes session	TM	TM	£0.253
COMMS-UTY-AICC-AIEMAILBOT-U(U)	AI Email Bot	Per outbound response email	TM	TM	£0.130
COMMS-UTY-AICC-RTVOITRANS-U(U)	AI Voice Real Time Translation	Per minute	£0.106	£0.106	£0.106
AI Agent Productivity Suite License & Features					
COMMS-UTY-AICC-AGTPRODSUITE	AI Agent Productivity Suite License	Per named agent. Subject to consumption-based pricing	£33.66	£33.66	✓
	Agent Assist / Next-Best-Action - voice	Subject to consumption-based pricing	✓	✓	✓
	Agent Assist / Next-Best-Action - chat	Subject to consumption-based pricing	TM	✓	✓
	Agent Assist / Next-Best-Action (email draft) - email	Subject to consumption-based pricing	TM	✓	✓
	Live Coaching & Compliance - agent voice only	Subject to consumption-based pricing	TM	✓	✓
	Summarization (Interaction History, Post Wrap-up)	Subject to consumption-based pricing	✓	✓	✓
	Chat Reply Rephrase/Enhance	Subject to consumption-based pricing	TM	✓	✓

Service Order Reference Number	Agentic CC Service - Feature Matrix	Notes	Essential - Voice	Advanced	Agentic CCaaS
	Chat Translation	Subject to consumption-based pricing	TM	✓	✓
	Sentiment Analysis (roadmap)	Subject to consumption-based pricing	✓	✓	✓
	Co-Pilot chatbot	Subject to consumption-based pricing	✓	✓	✓
AI Agent Productivity Suite Consumption					
COMMS-UTY-AICC-AGTPROSVOI-U(U)	AI Agent Productivity Suite - voice	Per minute	£0.026	£0.026	£0.026
COMMS-UTY-AICC-AGTPROSCA-U(U)	AI Agent Productivity Suite - chat	Per 15 minutes session	TM	£0.127	£0.127
COMMS-UTY-AICC-AGTPROSEMA-U(U)	AI Agent Productivity Suite - email	Per outbound response email	TM	£0.064	£0.064
AI Quality Management License					
COMMS-UTY-AICC-QMAGENT-U	AI Quality Management Agent	Per Named Agent 2500 mins, or 4000 chats, or 4000 emails included per agent/month for QM analysis	£30.00	£30.00	£30.00
Wallboard Add-on					
COMMS-UTY-AICC-WALLBDWEBPLA-CU	Wallboard 2.0 Web Player License	Per concurrent user The Geomant Wallboard 2.0 Player Web License allows to display content in a browser from a single URL at a time. Prices applicable only to CC Agent, up to 10 Player Web Licenses. Optional content creation and training services can be offered upon request at additional cost.	£24.00	£24.00	£24.00
	Wallboard 2.0 Editor License		TM	TM	TM
Voice capacity Add-on					
COMMS-UTY-AICC-5CHANNELS(S)	Additional Voice Capacity - 5 SIP channels	Per 5x additional SIP channels	£10.00	£10.00	£10.00
Recording / Compliance Recording Add-on					
COMMS-UTY-AICC-VRECPORT	Voice Recording	Per concurrent recording ports 18 months storage included, Additional storage is chargeable	£5.00	£5.00	£5.00
	Digital Interaction Recording	18 months storage included Additional storage is chargeable	TM	✓	✓
CRM Integration Add-on License					
COMMS-UTY-AICC-CASEMAN-NU	Case Management	Per named agent	£16.83	£16.83	£16.83
COMMS-UTY-AICC-CRMSF-NU	CRM - Salesforce Connector	Per named agent	£6.50	£6.50	✓
COMMS-UTY-AICC-CRMDYN-NU	CRM - Microsoft Dynamics Connector	Per named agent	£6.50	£6.50	✓
COMMS-UTY-AICC-CRMSNOW-NU	CRM - ServiceNow Connector	Per named agent	£6.50	£6.50	✓
Customer Support and Assistance					
	SLA		✓	✓	✓
	Self - Administration		✓	✓	✓
	Free Updates and Monitoring		✓	✓	✓
	Email Helpdesk (Business hours only)		✓	✓	✓
	Voice Helpdesk		✓	✓	✓

Service Order Reference Number	Agentic CC Service - Feature Matrix	Notes	Essential - Voice	Advanced	Agentic CCaaS
Conversational AI implementation packages					
COMMS-UTY-AICC-AIEMAILBOT(S)	AI email BOT	Provision of a single Email BOT tenant with up to 2 email addresses Knowledge Base configuration up to one language and up to 100 Q&A pairs Configuration and basic prompt engineering of a Q&A flow up to 3 intents excluding integrations Admin Knowledge Transfer and Knowledge Base consultancy (8 hours) Support of User Acceptance Testing (1 day) Go-Live Support (1 day) Knowledge Base tuning is out of scope (see notes below)	TM	TM	£5,049.00
COMMS-UTY-AICC-AICHATBOT(S)	AI Chat BOT	Provision of a single Chat BOT tenant up to 2 channels Configuration of 2 supported digital channels Configuration of chatbot customer facing widget excluding custom development Knowledge Base configuration up to one language and up to 100 Q&A pairs Configuration and basic prompt engineering of a Q&A flow up to 3 intents excluding integrations Admin Knowledge Transfer and Knowledge Base consultancy (8 hours) Support of User Acceptance Testing (1 day) Go-Live Support (1 day) Knowledge Base tuning is out of scope (see notes below)	TM	TM	£5,049.00
COMMS-UTY-AICC-AIVOICEBOT(S)	AI Voice BOT	Provision of a single Voice BOT tenant up to 2 incoming phone number SIP trunk configuration Knowledge Base configuration up to one language and up to 100 Q&A pairs Configuration and basic prompt engineering of a Q&A flow up to 3 intents excluding integrations Admin Knowledge Transfer and Knowledge Base consultancy (8 hours) Support of User Acceptance Testing (1 day) Go-Live Support (1 day) Knowledge Base tuning and recorded voice announcement are out of scope (see notes below)	£6,942.38	TM	£6,942.38
CCaaS implementation packages					
COMMS-UTY-AICC-VOICEONLY(S)	CCaaS - Voice only	Provision of a single voice tenant SIP trunk configuration (standard SIP headers) Configuration of 2 voice inbound flows (workflows, auto-attendant up to 20 nodes and queue treatment) Integrations are excluded CC Agent User	£6,311.25	TM	TM

Service Order Reference Number	Agentic CC Service - Feature Matrix	Notes	Essential - Voice	Advanced	Agentic CCaaS
		configuration Configuration break reason codes and completion codes Configuration of call recording (if capability is purchased) Provision of standard real-time and historical reports including out of the box Power BI templates Admin Knowledge Transfer (8 hours) Support of User Acceptance Testing (2 days) Go-Live Support (1 day)			
COMMS-UTY-AICC-VOICEDIG(S)	CCaaS - Voice + Digital	Provision of a single voice tenant SIP trunk configuration (standard SIP headers) Configuration of 2 voice inbound flows (workflows, auto-attendant up to 20 nodes and queue treatment) Configuration of up to 3 inbound digital flows supporting up to 3 supported channels (e.g Webchat, Facebook Messenger SMS (via InfoBIP), WhatsApp, Viber, Instagram Direct Message) Integrations and FAQ bot configurations are excluded CC Agent User configuration Configuration break reason codes and completion codes Configuration of call recording (if capability is purchased) Provision of standard real-time and historical reports including out of the box Power BI templates Admin Knowledge Transfer (8 hours) Support of User Acceptance Testing (2 days) Go-Live Support (1 day)	TM	£7,573.50	£7,573.50
COMMS-UTY-AICC-OUTBOUNDAS(S)	CCaaS - Outbound add-on	Configuration of 2 outbound campaigns or callbacks Up to 2x CSV calling list configuration Disposition code configuration Integrations are excluded Admin Knowledge Transfer (2 hours) Support of User Acceptance Testing (4 hours) Go-Live Support (4 hours)	£1,893.38	£1,893.38	£1,893.38
COMMS-UTY-AICC-SCRIPTINGAS(S)	CCaaS - Scripting add-on	Configuration of 2 Agent scripts including up to 10 nodes 1 RESTful interface integration is included (API key authentication) Admin Knowledge Transfer (2 hours) Support of User Acceptance Testing (4 hours) Go-Live Support (2 hours)	£3,155.63	TM	£3,155.63
COMMS-UTY-AICC-OUTBOUNDAS(S)	CCaaS - CRM Connector add-on	One from the followings: MS Dynamics, Salesforce, SNOW integrations (screen-pop, wrap-up) is	£5,049.00	£5,049.00	£5,049.00

Service Order Reference Number	Agentic CC Service - Feature Matrix	Notes	Essential - Voice	Advanced	Agentic CCaaS
		included Admin Knowledge Transfer (2 hours) Support of User Acceptance Testing (4 hours) Go-Live Support (2 hours)			
CC Agent Base Add-ons Implementation Packages					
COMMS-UTY-AICC-AIEMAILDRAF(S)	AI Email draft	Provision of AI email draft addon Knowledge Base configuration up to 3 intents and 100 Q&A pairs Configuration of a Q&A flow excluding integrations Admin Knowledge Transfer and Knowledge Base consultancy (8 hours) Support of User Acceptance Testing (1 day) Go-Live Support (4 hours) Knowledge Base tuning is out of scope (see notes below)	TM	£5,049.00	£5,049.00
COMMS-UTY-AICC-AICOPILOT(S)	AI Copilot	Provision of AI Copilot addon Knowledge Base configuration up to 3 intents and 100 Q&A pairs Configuration of a Q&A flow excluding integrations Admin Knowledge Transfer and Knowledge Base consultancy (8 hours) Support of User Acceptance Testing (1 day) Go-Live Support (4 hours) Knowledge Base tuning is out of scope (see notes below)	£5,049.00	£5,049.00	£5,049.00
COMMS-UTY-AICC-AICHATTRANS(S)	AI Chat Translation	Provision of AI Translation addon Admin Knowledge Transfer (1 hour) Support of User Acceptance Testing (4 hours) Go-Live Support (2 hours)	TM	£2,019.60	£2,019.60
COMMS-UTY-AICC-AIVORTTRANS(S)	AI Voice Real Time Translation	Provision of AI Voice Real Time Translation addon Admin Knowledge Transfer (1 hour) Support of User Acceptance Testing (4 hours) Go-Live Support (2 hours)	£2,019.60	£2,019.60	£2,019.60
COMMS-UTY-AICC-AIVOASSIST(S)	AI Voice Assistant	Provision of AI Voice Assistant addon Knowledge Base configuration up to 3 intents and 100 Q&A pairs Configuration of a Q&A based suggestions Integrations are excluded Admin Knowledge Transfer (4 hours) Support of User Acceptance Testing (1 day) Go-Live Support (4 hours) Knowledge Base tuning is out of scope (see notes below)	£5,049.00	£5,049.00	£5,049.00
COMMS-UTY-AICC-AILIVECOACH(S)	AI Live Coach	Provision of AI Live Coach addon Configuration of 2x "what to say" and "what not to say" rules Integrations are excluded Admin Knowledge Transfer (1 hours)	£1,893.38	£1,893.38	£1,893.38

Service Order Reference Number	Agentic CC Service - Feature Matrix	Notes	Essential - Voice	Advanced	Agentic CCaaS
		Support of User Acceptance Testing (4 hours) Go-Live Support (2 hours)			
COMMS-UTY-AICC-AIKBCONSULT(S)	AI knowledge-base data input consultancy	Workshop on Knowledge Base intents and use-cases Generate knowledge-base description for AI engine Q&A pair generation from up to 20 pages from PDF, DOC, PPT, XLS, webpage Manual updates to improve accuracy API integrations are excluded Consultancy and enabling customer to self-finetuning (3 days)	£6,311.75	£6,311.75	£6,311.75

Please note: The performance of the BOT is closely linked to the content of the Knowledge Base. It is the customer's responsibility to review and refine the Knowledge Base content to enhance the accuracy of BOT responses. For best performance it is recommended to purchase "AI knowledge-base data input consultancy".

Calls Tariff: Business Premium Direct 2025

Table 5 - Calls will be charged as follows:

Redcentric calls tariff: business premium direct 2025



UK fixed	Anytime
Description	ppm
UK Local	0.60
UK National	0.60
Freephone	0
03 UK Wide Number Calls	0.60

UK mobile	Anytime
Description	ppm
O2	4.27
EE	4.27
Vodafone	4.27
Three	4.27
Sky	5.99

UK non-geographic service charge	Anytime	Access charge
Description	ppm	ppm
Non-Geographic (SC002)	0.830	5.26
Non-Geographic (SC003)	1.670	5.26
Non-Geographic (SC004)	2.500	5.26
Non-Geographic (SC005)	3.300	5.26
Non-Geographic (SC006)	4.170	5.26
Non-Geographic (SC007)	5.000	5.26
Non-Geographic (SC008)	5.830	5.26
Non-Geographic (SC009)	6.670	5.26
Non-Geographic (SC010)	7.500	5.26

The cost of calling non-geographic numbers is made up of two parts – **an access charge** – the part of the call charge that goes to the communications provider (Redcentric), charged as pence per minute, and a **service charge** – the rest of the call charge, chosen by the service provider from a range of service charge price points. Calls are charged by the second to four decimal places, rounding up to the nearest minute at the end of the month. Redcentric does not apply minimum call charges or call set-up fees (calls to some non-geographic numbers may incur a minimum call charge as set by the service provider).

Daytime	(Mon-Fri 8am-6pm)
Evening	(Mon-Fri after 6pm-8am)
Weekend	(All day Sat & Sun)

Full rate card is available upon request.
Rates correct at time of creation (01.04.25)

Effective from the 1st April 2025

Professional Services

Table 6 – Professional Services charges for additional design, configuration, and installation are detailed below.

Professional Services	Unit	One-Off Charge
Project Manager	Per Day	£625.00
Senior Project Manager	Per Day	£750.00
Solutions Architect	Per Day	£700.00
Senior Solutions Architect	Per Day	£950.00
Engineering Time Remote	Per Day	£390.00
Engineering Time Onsite	Per Day	£475.00
Engineering Time - Out of Hours	Per Hour	£95.00
Engineering Time - Weekend	Per Hour	£180.00

Standard Deliverables

- Service Setup
- Service Configuration
- 24 / 7 Support

Exit Costs

Upon expiring of the Contract if the customer chooses not to renew with Redcentric, there will be a one-off Charge of £10.00 for the porting of each service line.

Ending the contract without reason

If the Customer terminates the Call-Off Contract, all or part of it, before the Call-Off Contract end date, as set out in paragraph 13.2.2 of the General Terms, the Customer must give the Supplier no less than 90 days' notice.

The Buyer must promptly pay all outstanding Charges incurred to the Supplier and must pay the Supplier reasonable committed and unavoidable losses as set out in clause 13.5.3 of the General Terms. The Supplier's committed costs over the Contract Period are:

- in Year 1, 100% of any monthly recurring Charges payable by the Buyer; and
- in the remainder of the Contract Period, 70% of any monthly recurring Charges payable by the Buyer.

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