

Eleveo as a Service

EaaS Bundles

Part Number	Item Name	Item Price / User / 1 Year
EL1-H	Eleveo 1 - Call Recording , Search & replay, lifecycle management, compliance and security for calls. (SaaS)	USD 204.00
EL2-H	Eleveo 2 - Call Recording, Quality Management , dashboards and reports, search & replay, lifecycle management, compliance and security, conversation tagging. (SaaS)	USD 420.00
EL3-H	Eleveo 3 - Call Recording, Quality Management, Screen Capture , omnichannel conversations, dashboards and reports, search & replay, lifecycle management, compliance and security, conversation tagging. (SaaS)	USD 504.00
EL4-H	Eleveo 4 - Call Recording, Quality Management, Screen Capture, Workforce Management , omnichannel conversations, dashboards and reports, search & replay, lifecycle management, compliance and security, conversation tagging. (SaaS)	USD 660.00
EL5-H	Eleveo 5 - Call Recording, Automated Quality Management, Screen Capture, Speech Analytics , omnichannel conversations, dashboards and reports, search & replay, lifecycle management, compliance and security, conversation tagging. (SaaS)	USD 660.00
EL6-H	Eleveo 6 - Call Recording, Automated Quality Management, Screen Capture, Speech Analytics, Workforce Management , omnichannel conversations, dashboards and reports, search & replay, lifecycle management, compliance and security, conversation tagging. (SaaS)	USD 780.00
EL7-H	Eleveo 7 - Call Recording, Automated Quality management, Screen Capture, Speech Analytics, AI , omnichannel conversations, dashboards and reports, search & replay, lifecycle management, compliance and security, conversation tagging. (SaaS)	USD 780.00
EL8-H	Eleveo 8 - Call Recording, Automated Quality Management, Screen Capture, Speech Analytics, Workforce Management, AI , omnichannel conversations, dashboards and reports, search & replay, lifecycle management, compliance and security, conversation tagging. (SaaS)	USD 900.00
EWFM-Y	Eleveo Workforce Management : Multi-Channel Forecasting, Auto "AI" Scheduling (multi-skill, multi-channel), Schedule Adherence (interactive report), Real-Time Adherence with push notifications, Agent Portal (schedule view, sync with native iOS/Android calendars), Automatic & Manual data import.	USD 180.00
APR-EPIC-OP	Eleveo Automatic Pause and Resume for EPIC -Per Customer Install	USD 8,625.00
HA-CR-Y	Eleveo High Availability for Call Recording	USD 144.00

Upgrades

Part Number	Item Name	Item Price / 1 Year
UPG-EL3-EL5	Eleveo Speech Analytics & Automated Quality Management - (transcription, automated tools for agent evaluation) - move from EL3 to EL5	USD 240
UPG-EL2-EL5	Eleveo Speech Analytics & Automated Quality Management, Screen Capture - (transcription, automation tools for evaluations) - move from EL2 to EL5	USD 360

UPG-EL3-EL7	Eleveo Speech Analytics & Automated Quality Management, AI - (transcription, automated tools for agent evaluation, topic clasification, summarization, chatGPT like Q&A) - move from EL3 to EL7	USD 380
UPG-EL2-EL7	Eleveo Speech Analytics & Automated Quality Management, Screen Capture, AI - (transcription, automation tools for evaluations, topic clasification, summarization, chatGPT like Q&A) - move from EL2 to EL7	USD 460

EaaS Cloud Storage

Part Number	Item Name	Item Price / 1 Year
ECSS0	Eleveo Cloud Storage - 50GB	USD 72.00

Licenses Total:

SW Implementation, Training & Consultations

Eleveo QM Suite Implementation, Trainings and Consultations

Part Number	Item Name	Item Price
EWFM-INSTL	Eleveo Professional Services for Workforce Management (WFM) Installation (mandatory for any new WFM customer)	USD 2,500
EWFM-TRC	Eleveo WFM Training & Consultancy (mandatory for any new WFM customer)	USD 5,000
TR-UPG	Eleveo Upgrade Training (mandatory for any customer upgrading from 7.x to 9.x)	USD 1,500
TR-CE	Eleveo Conversation Explorer Traning	USD 1,500
TR-LMS-QM	Eleveo Quality Management User Training	USD 4,000
TR-ADH	Eleveo Adhoc Training & Consultancy (per Hour)	USD 450
TR-LMS	Eleveo Learning Management System Access	USD 1,000
TR-ONST	Eleveo On-Site Training Adjustment	USD 4,000
TR-SPR1	Eleveo Speech Recognition and Automated Quality Management Consulting & Trai	USD 4,000
EL-CERT	Eleveo Certified Engineer Training - 4 days course with exam	USD 2,500