



uCallManager pricelist

		List Price	
uCallManager Basic	Price per	per unit	per module
Direct Routing	concurrent channel	€ 5,00	
uCallManager Pro			
License	organization		€ 50,00
Queues (15 included)			
Agents			
Holidays			
Call detail records			
Servicetimes			
Webbased customer portal			
IVR			
uWebChat Basic (1 user per channel included)			
Modules			
uWallBoard	organization		€ 25,00
Call recording (5 GB)	organization		€ 50,00
uContactManager	organization		€ 50,00
Teams Shifts integration	organization		€ 50,00
Power BI Dashboard	organization		€ 25,00
Additional queues	queue	€ 5,00	
uWebChat Professional	user	€ 15,00	
Capacity			
10 GB callrecording storage		€ 15,00	
Universal Phonenumbers EU*		€ 1,50	
Support			
support	hour	€ 75,00	
e-mail/chat/phone			
Professional services			
consultancy	hour	€ 95,00	
custom branding	hour	€ 95,00	
Setup			
setup Direct Routing			€ 250,00
setup external trunking service			€ 250,00
configuration services	hour	€ 75,00	
uContactmanager for Dynamics Online			€ 250,00
uContactManager for other webapplications	hour	€ 95,00	
Office 365 Shifts integration			€ 250,00
<p>* pricing phonenumbers in other regions on request</p> <p>Universal IT - v1.2 - may 2020</p> <p>All Rights Reserved</p> <p>Price for uCallManager, modules and capacity in EUR per Month</p> <p>10% discount applies to monthly rates if Universal is added as CSP in Office 365 tenant</p>			