



Price List



> Introduction

About

TelXL is passionate about customer experience. We make all interactions between businesses and their customers feel exceptional.

TelXL delivers state-of-the-art contact centre solutions specifically created and positioned for resellers looking to sell into small to medium size contact centres.

Cxp Creator is designed to give resellers maximum flexibility in choosing the exact features needed to meet their customers' requirements.

Cxp Creator comes with the features needed to provide an exceptional customer experience and seamlessly manage contact centre performance.

If you choose a voice channel it will include 4,000 voice minutes, we also offer an extensive range of bolt-ons to provide choice and flexibility throughout.

Partner Benefits

- Competitive wholesale pricing
- Ability to generate new revenue streams
- Modularisation to allow agility
- Ability to offer customisable solutions
- UCaaS overlay capability
- Full sales and service support

User Benefits

- Competitive pricing
- Countless features to enhance CX
- Highly reliable, resilient network
- Flexibility to build over time
- Integrates with existing systems

> Wholesale Price



Channel Licenses	Monthly User License
Base Cxp License*	£18.00
+ Voice *	£26.00
+ Email *	£6.00
+ Webchat *	£8.00
+ Messenger by Meta *	£6.00
+ Viber *	£6.00
+ WhatsApp *	£6.00
+ Twitter	£6.00

Key

* One base license per user is required for Creator. Up to two channels can be added in any configuration as a bolt-on to a base license based upon the following limitations.

- If the required configuration includes either:
 - Three digital only channels, Dxp licenses should be sold.
 - Voice + two digital channels, Oxp licenses should be sold.

➤ Bolt-ons & optional extras

Features	Monthly Rental	Setup	Transactional
PCI Credit Card Processing * (voice only)	£150.00	£500.00	Standard Tariff/POA
In-convo PCI Payment (per concurrent agent / voice only)	£27.25	None	Standard Tariff
Call Broadcast	£25.00	£250.00	£0.05 and Standard Tariff
List-Based Outbound Dialler	£20.00	£70.00	Standard Tariff
Queued Call Back	£0	£0	£0.005 and Standard Tariff
Voicemail	£3.00	£6.00	£0
Memorable Numbers (incl freephone) - Grade 0	£0.10	£0	£0
Memorable Numbers (incl freephone) - Grade 1	£2.50	£25.00	£0
Memorable Numbers (incl freephone) - Grade 2	£5.00	£50.00	£0
Memorable Numbers (incl freephone) - Grade 3	£10.00	£100.00	£0
Memorable Numbers (incl freephone) - Grade 4	£25.00	£250.00	£0
International Numbers	POA	POA	£0
SMS Long Codes	POA	POA	Standard Tariff
SMS Short Codes (shared - five keywords)	POA	POA	Standard Tariff
SMS Short Codes (dedicated)	POA	POA	Standard Tariff
SMS Broadcast	POA	POA	Standard Tariff
Additional Wallboards (per organisation)	£40.00	£0	£0
Call Storage (per 1000 mins p/month)	£0.20	£0	£0
Long-term Media Archiving Retrieval	£0	£0	£75.00
Report Schedule and Subscriptions	£15.00	£0	POA

Setup prices are one off per organisation. Rental prices are paid per month £0 per organisation

* PCI Payments with BYOC is POA. See fair usage for more information.

> Bolt-ons & optional extras

Number Porting Services	Monthly Rental	Setup	Transactional
Single Geographic	£0	£7.50	£0
Geographic Number Range	£0	£40.00	£0
Single Non-Geographic	£0	£45.00	£0
Up to 10 Non-Geographic Range	£0	£65.00	£0
Up to 100 Non-Geographic Range	£0	£150.00	£0
Application & Integrations	Monthly Rental	Setup	Transactional
CC Voice API	POA	POA	POA
Application Connector CRM/Business Apps (per organisation)	POA	POA	POA
Workforce Management Integration	POA	POA	POA
Voice Analytics Integration	POA	POA	POA
WebSocket API	POA	POA	POA
Automation	Monthly Rental	Setup	
Advanced Taskbot (requires Messaging/Webchat)	POA	POA	
AI Chatbot (requires Messaging/Webchat)	POA	POA	
Breakage	Monthly Rental	Setup	Transactional
Voice Minutes	£0	£0	Standard Tariff
Additional IVR Service (requires voice)	£50.00	£0	£0
IVR nodes/workflow - per 100	£15.00	£0	£0
Mass Data Storage – Per GB	£1.50	£0	£0
Additional scripts	£5.00	£0	£0
Additional Email Inboxes – per three inboxes	£3.00	£0	£0
Additional Website Webchat – per three widget	£3.00	£0	£0
Additional Digital Accounts - per account <ul style="list-style-type: none"> - Messenger - Twitter - Instagram - Viber - WhatsApp 	£5.00	£0	£0

Setup prices are one off per organisation. Rental prices are paid per month per organisation POA = price on application



Contact Centre Solutions Pricing

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Creating Customer Experience

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