



sales@nsolve.com

www.nsolve.com

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nCall Price List 2022

nCall is very competitively priced making it an attractive option for both those starting a new answering service or with an established business.

License Prices:

Prices are based on the number of 'seats'. The number of seats you need should be based on the maximum number of operators you would want to use nCall at one time. You have the option of renting the software (3 seat minimum) or purchasing the software outright (1 seat minimum).

Rental Option:

For implementations of 3 or more operators, there is the option to rent nCall. Many of our customers find our rental option is more financially manageable. As you add additional operators, the cost per seat will begin to decrease.

Number of Seats	Price/Seat/Month
3-10	£54.00
11-20	£49.00
21-50	£43.00
51+	£37.00

E.g. 12 operators = £638 per month

You pay the initial 6 months rental in advance. After the first 6 months we ask that you pay your rental quarterly in advance.

Rental includes subscription to nCall's Support, Maintenance and New Versions (SMV) service.

Installation & Setup:

This is priced at £200/site. We remotely install the software and link to your phone system.

Standard Training:

Standard training is £350.00 and includes up to 7 hours remote training. All new nCall customers are required to undergo training. We also offer optional advanced training packages.



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Purchase Option:

The nCall price per seat starts at £1,250, with the price per seat decreasing as the number of operators increase.

Number of Seats	Price/Seat
1-10	£1,250
11-20	£1,050
21-50	£840
51+	£630

E.g. 12 operators = £14000

Flexible payment options are available

Once purchased these licenses are perpetual, i.e. you own them and can continue to use them forever.

To help you get up and running, all new customers will receive 12 months subscription to our Support, Maintenance and New Versions (SMV) Package without charge.

After this initial 12 months you can optionally renew your Annual SMV Subscription. Should you choose not to renew, you will be able to continue to use nCall unsupported for no extra charge. Renewal is priced at 20% of the combined price of all the nCall licenses in your possession on this anniversary date, based on the then current nCall list price.

Installation & Setup:

This is priced at £200/site. We remotely install the software and link to your phone system.

Standard Training:

Standard training is £350.00 and includes up to 7 hours remote training. All new nCall customers must undergo training. We also offer optional advanced training packages.

Payment Plan:

For purchased licences, we offer a 60-40 payment plan over 30 days. 60% of your initial order is payable before installation, setup and training and the remaining 40% of the initial order is payable 30 days later.



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Optional Modules:

To extend the nCall system functionality we offer a number of optional modules.

Data Import:

If you are an existing answering service, we can also assist in the transfer of customer data from your existing system.

Cost: from £250.

Buzz Softphone

Buzz is nCall's built-in VoIP softphone. It provides you a seamless user experience when operating nCall.

Cost: £160 per license or £8 per user per month to rent (6 months initial payment required). 1 license required per device.

REST API Server:

Our REST API allows you to pull and push data into the nCall database. It comes with examples scripts in PHP, VisualBasic and JavaScript.

Cost: £1,250/site or £54 per month.

nCall Transfer Monitor (for Avaya & SpliceCom phone systems only):

This additional module allows you to charge for the time your callers spend talking to your contacts following a patch transfer.

Cost: £850/site or £37 per month

nSolve Postcode Server:

The nSolve Postcode Server allows operators and other users of nCall to quickly lookup addresses with ease, when completing a form over the phone. It can also support reverse caller phone number lookup too. To make use of the nSolve Postcode Server, you may also need to acquire a relevant data license. (Contact us for more info.)

Cost: £850 or £37 per month.

nCall Online:

nCallOnline allows your contacts to access their call history and messages via an easy to use web portal. Each contact will have their own login credentials and will be able to view their complete call history or simply filter down to the latest calls.

Cost: £1,250 or £54 per month.



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Additional Services:

To get the most out of nCall and take advantage of all its great features, we also offer the following additional services:

nCall Advanced Training

Maximise the use of nCall and go beyond simple message-taking with our 7 hour advanced training service. This will enable you to make full use of nCall's many features and allow you to take on a bigger variety of clients.

Full Details: https://www.nsolve.com/docs/nCall_Advanced_Training_Course.pdf

Cost: £350 (not to be purchased instead of Standard Training).

Standard Training (refresher)

This 3 hour refresher course is aimed at new supervisors or new back office staff. It aims to enable them to get quickly up to speed with an already existing nCall installation.

Cost: £200 (not to be purchased instead of Standard Training).

nCall REST API Introduction Training:

The aim of this course is to bring attendees quickly up to speed with the nCall REST API. The course is conducted remotely over 3 hours. Considerable skills will be gained, helping the attendees get started with creating scripts to help automate aspects of your business – to save you time, effort and mistakes.

Full details:

https://www.nsolve.com/docs/nCall_REST_API_Module_Introduction_Training_Course.pdf

Cost: £200

Custom Reports:

If you or your clients have a need for a specific analysis report that is not already part of nCall, we can offer to create these for you.

Cost: from £60/hour (min £100) depending on complexity (sometimes free)

Custom Development:

If you have a specific need not in the current nCall suite, we offer a custom development service. Please detail your requirements and we will prepare a quote to add the feature (please note we reserve the right not to add a feature deemed out of scope). All custom development features are included in all nCall releases (so you will benefit from features others as paid for; as they will, if you pay for an enhancement).

Cost: from £650/day

All prices are exclusive of VAT.

Prices valid until 1st January 2023.