

FAQs

Q. What is the estimated cost per month, excluding Software?

A. For illustrative purposes we are showing approximations for between 25 and 400 agents:

For 25 agents it is \$253

For 50 agents it is \$253

For 100 agents it is \$253

For 200 agents it is \$253

For 400 agents it is \$253

Q. How is the monthly estimated amount worked out, excluding Software?

A. Please visit this link - https://s3.amazonaws.com/Qualtrak/E4AC_Services_Estimate.pdf

Q. What is the estimated cost per month, including Software?

A. For illustrative purposes we are showing approximations for between 25 and 400 agents:

For 25 agents it is \$753

For 50 agents it is \$1,253

For 100 agents it is \$2,253

For 200 agents it is \$4,253

For 400 agents it is \$8,253

Q. How is the monthly estimated amount worked out, including Software?

A. Please visit this link - https://s3.amazonaws.com/Qualtrak/E4AC_Services_Estimate.pdf

Q. Are there any additional charges from Amazon Connect:

A. Yes if you are not currently storing your calls in S3 for compliance & regulatory reasons.

Q. Can you give me an approximation of how much it will cost to store our calls in Amazon Connect:

A. For illustrative purposes we are showing approximations for between 25 and 400 agents: handling 50 calls per day:

For 25 agents it is \$6

For 50 agents it is \$13

For 100 agents it is \$25

For 200 agents it is \$51.6

For 400 agents it is \$101

Q. How is this worked out?

A. Please visit this link - https://s3.amazonaws.com/Qualtrak/S3_AC_Estimate.pdf

Q. How long do I need to keep recordings for on S3?

A. S3 Lifecycle rules can be created to automatically expire (delete) recordings after a number of days. We require calls to be immediately available (S3-Standard Class) for 8 weeks. This will ensure the Supervisor has adequate time to evaluate the recording and for the agent to review it as part of the evaluation process.

To reduce your storage costs for recordings, you have the option of using an S3 Lifecycle rule to transition recordings to SA-IA and Glacier.

Q. How many hours are there in an AWS month?

A. 750 hours per month