

Please can you provide monthly volumes for the below for more accurate pricing information.

Monthly	Volumes
Total Inbound CALLS handled (TollFree)	Available but not in use
Total Inbound MINUTES handled (TollFree)	
Total Inbound CALLS handled (TollShare)	Available but not in use
Total Inbound MINUTES handled (TollShare)	
Total Inbound CALLS handled (DID)	20-25 000 calls normal months 30-35 000 calls during Black November Average Talk Time per call: 04m:02s
Total Inbound MINUTES handled (DID)	
Total number of outbound calls handled	Unavailable
Outbound mins for calls	
Outbound Dialler attempts	3 attempts
Connection Rate	Not available
Connected Calls	Not available
Connected Calls (AHT minutes)	Not available
Total Emails received	Handled by CIM 2.0
Total emails exchanged per interaction	
Total Chat sessions	Not enabled
Total Chat messages exchanged	Indicate availability of functionality
Total Chatbot sessions	Indicate availability of functionality
Total Chatbot messages exchanged	
Total SMS sent	
Number of video call minutes Inbound	Not applicable
Number of video call minutes Outbound	
Inbounds call transferred to 3rd Party voice platforms (e.g. MS Teams)	
How many in use	
DID's	300 (0113309400-9699)
Tollfree	011330XXXX 1 x 0800 00 9704