

Contact Center Studio Pricing

Acefone · <https://www.acefone.com/pricing/contact-center/> · Prices in INR (India)

Professional

₹1,599

Price Per User / Per Month · Minimum 6 seats

Inbound contact center with manual OBD calling option

- Call Recording: 3 months
- Standard Permission Roles
- Chat Support: 24x7
- Call Support: 16x5

Ultra

₹1,999

Price Per User / Per Month · Minimum 5 seats

Complete contact center with advanced features

- Call Recording: 6 months
- Custom Permission Roles
- Chat Support: 24x7
- Call Support: 24x7

Enterprise

Contact Us

High-volume deployments

Custom infrastructure & SLAs; Security & compliance tailored

- Talk To Sales: 1800-121-7777

Detailed Pricing Overview

Features	Professional (₹1,599/mo/user)	Ultra (₹1,999/mo/user)
Inclusions		
Free Trial	7 Days (Limited Calling)	7 Days (Limited Calling)
Calling Minutes	Unlimited Calling within India	Unlimited Calling within India
DID	1 Standard DID	1 Standard DID
Call Recording	3 months	6 months
Toll Free Number (For IBD)	Add-on	Add-on
Additional DID	Add-on	Add-on
Additional User	Add-on	Add-on
User Management		
Add/Manage Users	Yes	Yes
Permission Management	Standard Roles	Custom Roles
Auto Generate Password	Yes	Yes
Two Factor Authentication	Yes	Yes
OTP for Agent (MFA)	Yes	Yes
Dial Ratio Limit	NA	1 : 1
Enable Video Call	Add-on	Yes
User Wise IP Whitelisting	Yes	Yes
Sensitive Information (Call/Contact) Masking	Yes	Yes
SSO (Azure Cloud)	Yes	Yes
Core Features		
Manage Campaigns	Yes	Yes
SMS/Email	Yes (Up to 500 SMS/Email)	Yes (Unlimited)
Dialer Inbound Queue	Yes	Yes
Lead List	Yes	Yes
Bulk Upload Lead List	Yes	Yes
Create Disposition List	Yes	Yes
Break Functionality	Yes	Yes
DND Leads	Yes	Yes

Quick Transfer	Yes	Yes
External Transfer	Yes	Yes
Skill Based Dialing	Yes	Yes
Agent Script	Yes	Yes
System Recording	Yes	Yes
Time Groups/Time Conditions	Yes	Yes
WhatsApp	Add-on	Add-on
Video Calling	Add-on	Add-on
Webform	Yes	Yes
Reports & Analytics		
Call Details Records	Yes	Yes
Dialer Real Time Report	Yes	Yes
Agent Performance Report	Yes	Yes
Agent Break Summary	Yes	Yes
Campaign Performance Report	Yes	Yes
Custom Scheduled Email Reports	Yes	Yes
Custom Reports Delivery on AWS s3/SFTP	Yes	Yes
Call Recording Storage over Own AWS/SFTP	Yes	Yes
Secure Call Recording	Yes	Yes
Agent Time Entry	Yes	Yes
Webform Report	Yes	Yes
Schedule Callbacks	Yes	Yes
Advanced Insights	Add-on	Add-on
API & Integrations		
APIs & Webhooks	Yes	Yes
Webhook Logs & Retry	Yes	Yes
CRM Integrations	Yes	Yes
Support		
Knowledgebase, Videos & FAQs	Yes	Yes
API Documentation	Yes	Yes
Email Support 24x7x365	Yes	Yes
Chat Support	Yes, 24x7	Yes, 24x7
Call Support	Yes, 16x5	Yes, 24x7
Account Set-up / Onboarding	Yes, 1 session	Yes, up to 3 sessions

*5 RPS (Request per sec) standard for API usage. *Additional dialing limit available with Add-ons.