

AI Call Center Cost: your cost per resolved call on one page

Per-minute prices hide the calls the AI hands to a person. Fill in A-G, then run the three formulas.

YOUR INPUTS

A Calls per month

Inbound calls in scope, one month

B Average call length (minutes)

From your ACD or phone system reports

C AI price per minute, all-in

Platform + telephony + speech + model + voice. Managed range 2026: \$0.07-\$0.31

D AI minutes spent before a handoff

How long a failed AI call runs before transfer (the post assumes 2)

E Human cost per call

Loaded hourly cost / (60 x occupancy) x call minutes. Example: \$12/h offshore = \$1.00

F Containment rate to test

Share of calls the AI finishes, with no repeat call within 7 days

G Monthly platform fees

Concurrency add-ons, numbers, minimums

THE THREE FORMULAS

$$1. \text{ AI cost per call} = C \times (F \times B + (1 - F) \times D)$$

$$2. \text{ Cost per resolved call} = (1) + (1 - F) \times E + G / A$$

$$3. \text{ Break-even containment} = C \times D / (E - C \times B + C \times D)$$

AI saves money only when F is above (3). If $C \times B$ is more than E, it never breaks even.

WORKED EXAMPLE FROM THE POST (ILLUSTRATIVE)

A = 60,000 B = 4 C = \$0.15 D = 2 E = \$1.00 offshore / \$2.92 onshore G = 0

At F = 50% offshore: $0.15 \times (2 + 1) = \$0.45$, plus $0.5 \times \$1.00 = \0.95 a resolved call vs \$1.00 all-human.

Break-even: 43% against offshore agents, 11% against onshore agents.

SIX QUESTIONS FOR EVERY VENDOR

- What is your price per resolved call on work like ours, and at what containment rate?
- What counts as resolved? Show the repeat-call rate within seven days.
- Does the human get the transcript and reason on transfer? Is transfer time billed?
- What is response time for the slowest 5% of turns at our peak load?
- Do you keep our recordings, and does anyone train on them?
- Can we export prompts, flows, transcripts and numbers if we leave? Minimum term?

Send us a month of call-reason data and we will estimate your cost per resolved call.

zenthos.in/contact - free consultation, no obligation