

Items	Unit of Measurement	Price per unit	Quantity	Cost	Reference	Comments
<b>Cost</b>						
Dashboard annual license	Billable hours/year	€ 2 000	1	€ 2 000	1 dashboard	
App licenses	Annual licence/year	€ 200	1	€ 200	20 users × €10	
Chatbot licenses	Annual licence	€ 5 000	1	€ 5 000	1,000 users × €5	
Sourcing and onboarding of agents	Manhours & training	€ 100	1	€ 100	20 agents × €5	
Training Venue	Training frequency	€ 125	1	€ 125	1 session	
Refreshments	Training frequency	€ 63	1	€ 63	21 participants × €3	
Travel & Coordination	Training frequency	€ 80	1	€ 80	20 agents × €4	
Communication	Training frequency	€ 30	1	€ 30	20 agents × €1.5	
<b>Total cost</b>				<b>€ 7 598</b>	total cost /year	8 829,98 USD , conversion done on 19 May with a rate of 1 Euro-1.16 USD
<b>Revenue</b>						
Operational Efficiency	Agents billable hours	€ 10 400	1	€ 10 400	20 agents save 2 hours/week through digital tools Average loaded cost = €5/hour	
Reduced Reporting/Admin Costs	Admin/Overheads	€ 4 000	1	€ 4 000	Dashboards and chatbot reduce manual reporting/admin	
Lower Support/Communication Costs	Training frequency	€ 3 000	1	€ 3 000	Digitized support and chatbot reduce support calls, travel, coordination costs	
Productivity/Revenue/Program Gains	Agent performance/customer engagement	€ 1 000	1	€ 1 000	Improved agent performance or farmer/customer engagement Increases program value or revenues by only 5% €20,000 program value	
<b>Total revenue</b>				<b>€ 18 400</b>	total revenue/year	21383,47 conversion done on 19 May with a rate of 1 Euro-1.16 USD
<b>BCA</b>				<b>242,17%</b>		
<b>ROI</b>				<b>142,17%</b>		