

Telstra Contact Centre Genesys Cloud

Enrich customer experiences across all channels with a low cost, ready-to-go, global cloud solution.

Telstra Contact Centre Genesys Cloud (formerly as PureCloud and it is referred to simply as 'Genesys Cloud' for the purpose of this document) is ideal for organisations wanting a simple ready to go Contact Centre solution starting at just 10 seats and scaling up to 500 plus seats for those larger businesses with simpler requirements too.

Features

Real-time analytics

- You can constantly improve the quality of your customer service by monitoring interaction activity in real-time, viewing performance reports or listening to recorded or live interactions.
- The supervisor dashboards offer customisable dynamic views to monitor queues and individual Agent interactions.

Pre-built CRM integration

- Genesys Cloud can integrate to third party CRMs that support this industry standard integration, allows you to leverage your investment in Customer Relationship Management (CRM) and allow users to work in a system they are already familiar with.
- It supports a number of pre-built CRM connectors such as Salesforce, Zendesk and Microsoft Dynamics.

Security and compliance

- Genesys Cloud meets key industry standards to keep interactions secure and private.
- You can find details at <https://help.mypurecloud.com/articles/purecloud-security-compliance/>

A choice of network models

- Edgeless model over internet or private network for data and voice.
- The WebRTC (softphone) option only requires internet access.
- Staff desktops and data are accessed via the public internet.

Subscription-based pricing

- Monthly price per seat for 12, 24, 36 months with the ability to burst capacity on demand.
- Telstra Global VoIP and network elements priced separately.

Benefits

Enrich customer experiences

- Engage with customers using the communication channel they prefer to use – voice, email, web chat or social media.
- Powerful routing and analytics features will connect the right call, to the right agent, at the right time.

Raise satisfaction levels in your workforce

- Giving your agents the tools they need to serve customers quickly and effectively can enhance job satisfaction and reduce stress levels.
- Offer employees the flexibility of working anywhere, with a solution that is accessible from a choice of devices, from any online location.

Gain visibility and take control

- Provide contact centre supervisors and other levels of management with the information they need to make smart business decisions.
- Feature real-time metrics and historical reporting to assess performance of individual agents and overall operations.

Fast deployment and simple operation

- Depending on your chosen configuration, Genesys Cloud can be up-and-running in as little as 4 weeks.
- Once deployed, the simple and intuitive interface gives you the control to manage users and customise features including scripting, IVR and call routing, with minimal technical expertise.

Scale up on-demand

- The demand for your contact centre services can spike seasonally or due to unexpected events. 'Bursting' allows you temporarily increase your number of seat licences during a billing month, as demand requires.

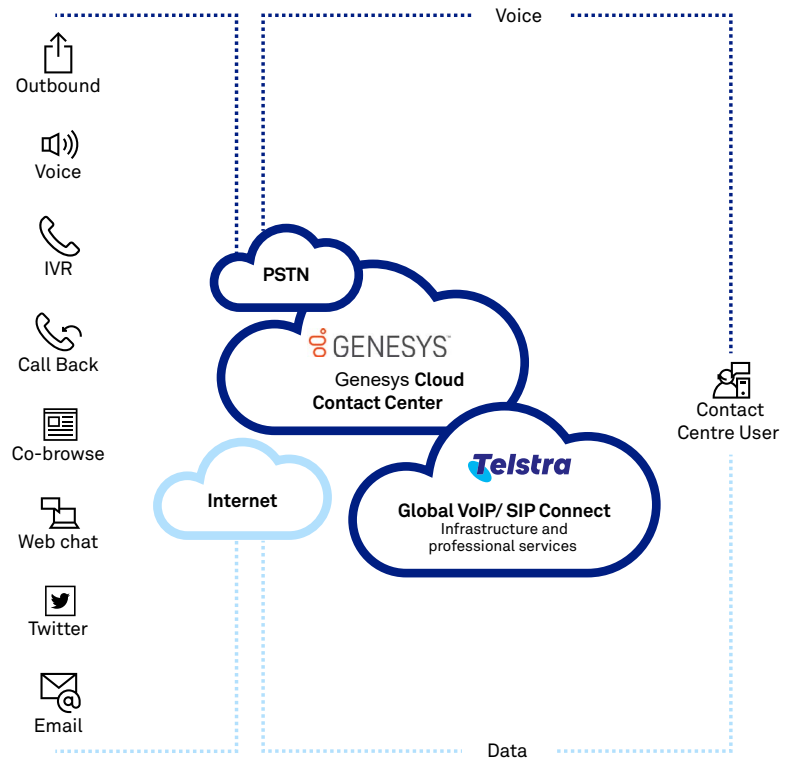
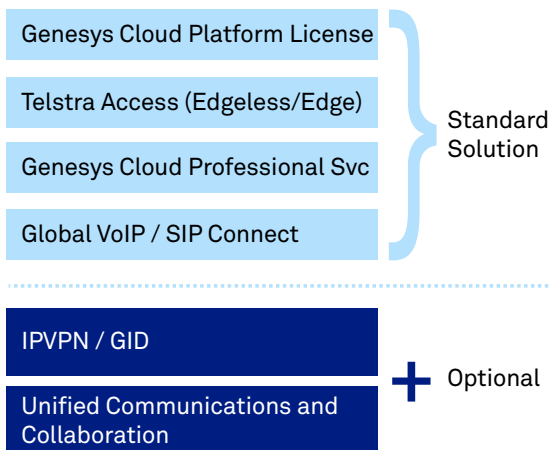
Drive cost-efficiency

- Replace large capital expenditure with an affordable monthly operating expense that is easy to manage.

How we deliver

- Omni-channel contact capabilities hosted in the cloud
- Contact centre users connect via Internet

Genesys Cloud product Offering



Things you need to know

- IVR for Genesys Cloud Contact Centre has an included number of minutes (based on your Genesys Cloud license type and number of licenses) in your plan. Any additional usage above the included minutes are charged on a per minute basis.
- You may choose Telstra Global VoIP for the delivery of inbound and outbound calls.
- A minimum spend of AUD\$1000 per month on a Genesys Cloud Plan is required.
- If you choose the Dedicated Network Model, private network access must be via a Telstra IP-VPN network service and SIP trunks via Telstra SIP Connect.
- Global VoIP/SIP Connect and private network costs are additional to Telstra Contact Centre Genesys Cloud costs.

Discover how Telstra Contact Centre Genesys Cloud can enrich your customer experiences.

Contact your Telstra account representative for more details.

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