

Telstra Contact Centre Genesys Cloud

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

Balancing customer service with business efficiency

The digital transformation of contact centres is dramatically reshaping the way companies deliver their customer experiences. Cloud-based services enable you to adapt to a rapidly changing environment where consumer preferences and trends are in constant flux. The contact centre industry has evolved with technology, just as businesses have.

From seamless scalability and greater flexibility to faster speed to market, there are many reasons why companies are making the switch to cloud. Whether you are a small startup or a large enterprise, selecting the right cloud contact centre solution can be challenging with dozens of solutions available on the market. Uptime, analytics, automation, and supervisor dashboards are just some functions you can consider while reviewing which solution to use. Choose a cloud contact centre solution that not only offers robust functionality, but also aligns with your business goals, scales for growth, and provides a smarter, more seamless, and high-quality experience for both your customers and your team.

What is Telstra Contact Centre Genesys Cloud?

Telstra Contact Centre Genesys Cloud (Telstra Genesys Cloud) is a secure and compliant platform and a fully featured and configurable solution where you can provide a true omnichannel experience by maintaining context and reporting across all communication channels: voice, email, chat, SMS, and social channels, via a single, intuitive web interface.

Telstra Genesys Cloud is ideal for organisations wanting a simple ready-to-go contact centre solution for businesses of all sizes. Recognised for its resilience and scalability, this solution can swiftly adapt to your business needs, while its all-in-one contact centre approach strengthens your customer relationships by providing a seamless experience.

Top challenges for customer service desks



Flexibility to adapt to customer needs

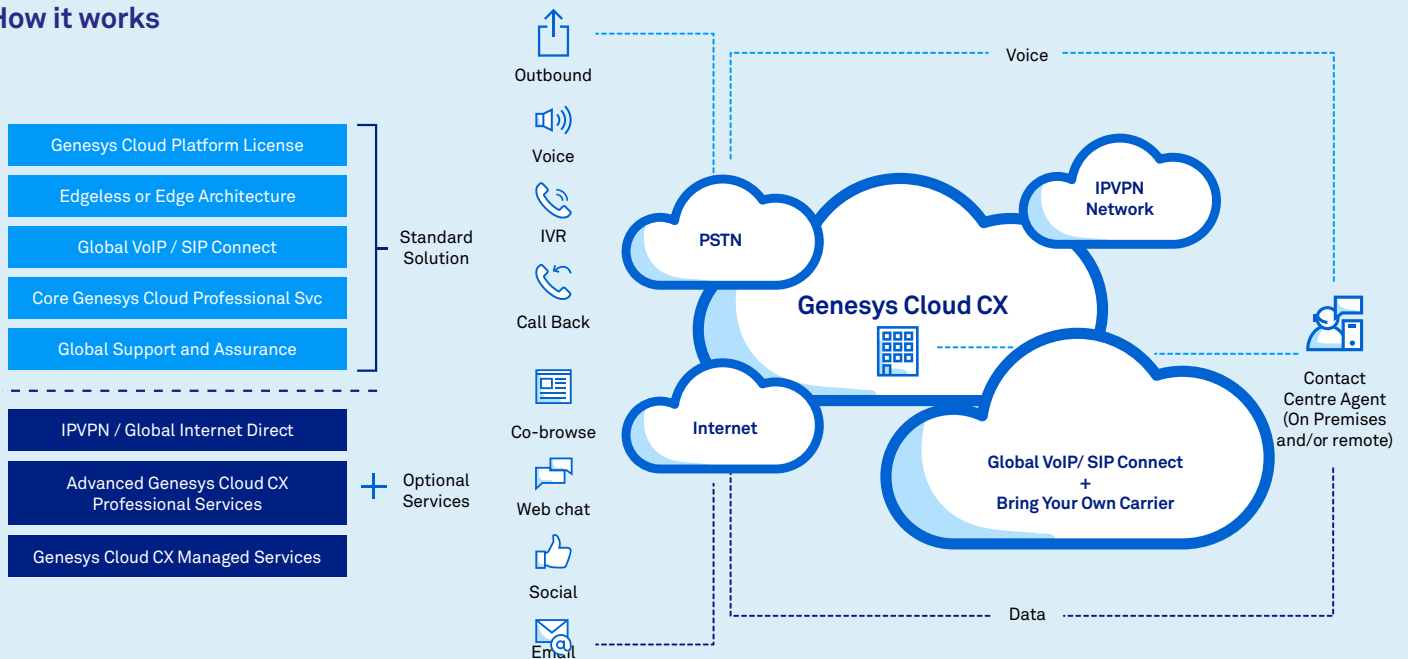


Maintaining high-quality customer experience



Managing multichannel customer interactions

How it works



Features

Cloud-native architecture for maximum flexibility

- Deploy quickly and configure easily with pre-built integrations with industry-standard Customer Relationship Management (CRM) platforms such as Salesforce, Zendesk and Microsoft Dynamics or simply connect to or create your own applications.

All-in-one, AI-powered omni-channel platform

- Leverage an AI-powered omni-channel platform enhanced with near real-time analytics and supervisor dashboards for customer and workforce management.

Intuitive interface with high availability

- Promote productivity with an integrated, intuitive interface and Interactive Voice Response (IVR) that makes it easier for employees to resolve issues faster.

Routing automation with personalised experiences

- Enable superior customer experiences for all channels – single or multiple queues with capabilities such as advanced routing and auto-response, backed by high industry standards for security and compliance.
- Powerful and flexible outbound campaigns
- Send personalised and timely notifications proactively to your customers' preferred channels facilitated by automation.

Custom dashboards and reports with layered dynamic views

- Gain insights from customisable dashboards and dynamic real-time and historical reports, paired with flexible network models including edgeless internet or private network options for data and voice.

Benefits



Enhance customer experiences

- Engage with customers via their preferred communication channel.
- Leverage powerful routing and analytics features, such as advanced routing, chatbots and predictive engagement features, to connect the right call to the right agent at the right time.



Boost workforce satisfaction

- Equip your agents with a ready-to-go Customer Experience platform that requires no hardware/software installation or integration and is suitable for businesses of all sizes. You will be able to serve customers swiftly and efficiently while providing a positive work environment.
- Offer the flexibility of working remotely from any location, accessible from a variety of devices.



Gain visibility and take control

- Equip supervisors and management with vital information, delivered with the simplicity of the cloud, combining Genesys' advanced AI powered omni-channel contact capabilities with Telstra's expert support and global network for informed business decisions.
- Utilise real-time metrics and historical reporting for individual agent performance and overall operation assessments. proactively to your customers' preferred channels facilitated by automation.



Quick deployment and on-demand scalability

- Depending on your chosen configuration, Genesys Cloud can be up and running in as little time as 4 weeks.
- Scale your contact centre services on-demand by temporarily increasing seat licences as required, using the 'bursting' feature.



Proven capability

- Our proven CCaaS platform has been recognised with multi-year leadership status in Gartner's CCaaS Magic Quadrant for offering rich product, marketplace and developer capabilities.¹



Drive cost efficiency

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

Why Telstra Genesys Cloud



Managed end-to-end service

- With our services, your platform, networks and training are managed efficiently, so you can focus on your core business with a single point of contact. Our follow-the-sun global support ensures maximum uptime and reliability, which helps accelerate your global business operations.



Global reach

- Our global data network and Enterprise Voice solutions provide reliable connectivity and low latency performance, ensuring that customers can easily reach your business from anywhere in the world. Over 35,000 contact centre seats supporting over 250 million interactions a year testify to our global reach and expertise.



Recognised for excellence

- Our excellence in delivering contact centre solutions has been recognised widely, including Genesys APAC CX Evolution Partner of the Year award in 2023, Genesys APAC Cloud Partner of the Year award in 2021, 2020 and 2019, as well as Genesys Cloud Partner of the Year in 2018.



Cost-efficient

- Our subscription-based service offers affordability and scalability as your business grows. With Telstra's fully hosted global network model, additional investments in data networks, voice networks and on-premises equipment are redundant, thereby reducing overheads and enabling rapid scalability.



Professional and Consulting Services by Telstra Purple

Take advantage of technology expertly orchestrated into a purpose-built solution for your contact centre requirements. Telstra Purple will work together with you to discover and define your requirements for set-up, customisation, integration, training and professional services to empower your company to transform the way you collaborate and deliver high-quality customer experience. With best-in-class productivity apps and intelligent cloud services while keeping security and compliance in mind, Telstra Purple will recommend a purpose-built solution that aligns with your business goals, scales for growth and provides a seamless, high-quality experience for both your customers and your team.

Things you should 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 is 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 IPVPN network service and SIP trunks via Telstra SIP Connect.



Global VoIP/ SIP Connect and private network costs are additional to Telstra Genesys Cloud costs.



Discover how Telstra Genesys Cloud can enrich your customer experiences.

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