



# Telstra Adaptive Collaboration

Empower your teams to collaborate to enable your business to compete cost-effectively in a changing environment.

## About this service

Telstra Adaptive Collaboration is delivered on the Cisco BroadWorks platform to combine traditional voice telephony and unified communications (UC) features with simple self-administration capability and dynamic user control. This solution delivers a consistent digital experience, enabling your end-users to simply and securely connect, communicate, and collaborate in the office or on the go – available wherever there is internet connection.

Adaptive Collaboration delivers a modular design construct to suit your specific needs under one offer, enabling you to meet your unique UC requirements without compromising your IT budget and business outcomes. This design construct also means that you only need to pay for what you select, with the flexibility to scale capabilities up or down as business demands change.

This adaptive solution also comes with an intuitive web-based, self-service management portal that enables an administrator from your organisation to perform service configurations for end-users, phones and numbers quickly, without relying on someone else from outside your company.

## Key features

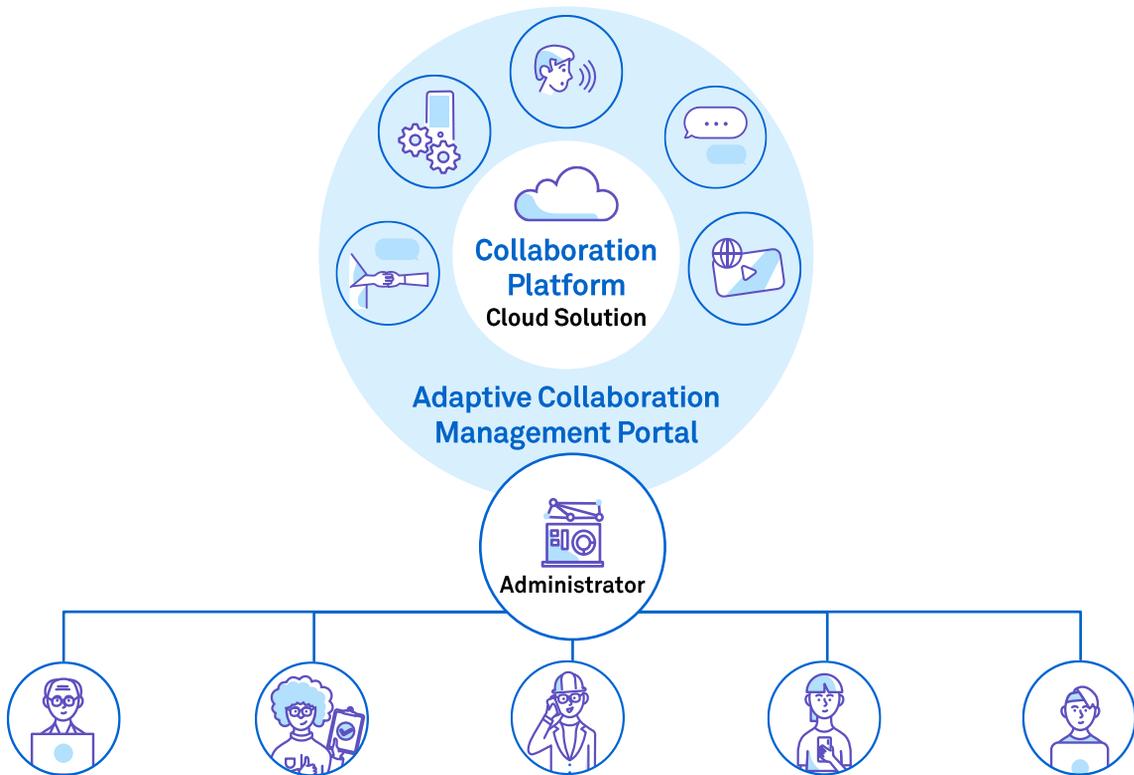
- IP Telephony delivered from the cloud
- Phone numbers
- Collaboration app for mobiles, tablets, and PCs
- Value-adding features for end-users or across the organisation
- Domestic calls to fixed and mobile numbers
- Modular construct to allow you to add features specific to your needs on top of a base set of features
- Consumption-based pricing model to create or add users and features through the self-service management portal

Key feature	Description
<b>Voice and video calls</b>	Make voice and video calls – all from one simple platform – to connect with colleagues, partners, and customers.
<b>Self-service management portal</b>	Configure and support services from a simple, easy-to-use portal. This web-based self-service management portal allows an administrator from your organisation to configure services for end-users, phones, and assign numbers in minutes. There is no need to wait and rely on someone outside the organisation to act on requests, which reduces the amount of effort required for such requests.
<b>User and group features</b>	<p>End-users get call management features, as well as access to collaboration apps, instant messaging, and presence features. End-users can chat with one another and be notified of availability of other end-users*.</p> <p>This also enables you to build the collaboration solution to meet your unique business needs with advanced call routing features, including Hunt Group and Auto Attendant.</p> <p><i>* Note that some features require additional paid add-on packs before an end-user can access the feature.</i></p>
<b>Choice of optional devices</b>	Make the UC experience more effective and efficient for end-users with optional IP handsets, devices, and accessories available as outright purchase or using our Handset Repayment Option (HRO).
<b>Calling plan</b>	Adaptive Collaboration supports a Premium Calling Plan that includes all domestic calls to fixed and mobile numbers made by the user. Premium and international calls will be charged per a standard rate card.
<b>Network access-agnostic</b>	Connect, communicate, and collaborate wherever and whenever internet connection is available. There is no need for a Telstra broadband or mobile subscription, but a minimum of 100Kbps uncontended bandwidth per voice line in each direction is required to ensure service quality.
<b>Consume the voice channel capacity</b>	<p>Choose between shared lines and individual lines to suit the needs of your people, without compromising your budget. You may choose to dedicate each line to an individual user or share lines across multiple users to satisfy the number of simultaneous calls you require. If you choose to share lines across multiple users, we recommend that you have a maximum of four users per voice line.</p> <p>You may choose either individual or shared line options for each subscription, but not a combination of both.</p>
<b>Simple user app</b>	An easy-to-use app to simplify and enhance your calling, messaging and meeting experience.
<b>Service cutover and rollback</b>	Using the self-service management portal, you can initiate service cutover of your legacy services to Adaptive Collaboration at a time of your choosing, and rollback if you encounter a problem. You are no longer dictated by our schedules.

## Benefits

- Easy, quick setup that enables you to be up and running within minutes.
- Option to build a solution that fits your unique business needs with a variety of add-on features, hardware, and optional services.
- Access-agnostic solution that offers more flexibility to deploy the service where you choose.
- Choice in how you optimise your network and cost by selecting the amount of voice line capacity you need.
- Flexible, scalable, and cost-effective modular design construct helps meet your varying needs under one simple offering.
- Take control of your Adaptive Collaboration solution with the self-service management portal and easily establish users, configure, and support services or initiate service cutover without depending on external schedules.

## How does Adaptive Collaboration work?



## Adaptive Collaboration Management Portal

Perform configurations and more for users, phones and numbers in minutes, without replying on someone outside your organisation. This includes initiating service cutover of your legacy services at a time of your choosing.



A web portal that allows your administrators to manage your Adaptive Collaboration service and end-users in near real-time. You can customise how your business will respond to calls, manage incoming and outgoing calls, manage end-user profiles and phone numbers, all from a simple web-based portal.

## Webex for Adaptive Collaboration

Give your end users the ability to make and answer calls on any device with Webex for Adaptive Collaboration. It offers many features that facilitate easy and productive workplace communications and collaboration, including voice and video conferencing, presence and desktop sharing. Webex for Adaptive Collaboration is available for PC or Mac, mobile devices running Android or iOS, and wearables.

### Adaptive Collaboration Cloud User Features

Each of your users, by default, is provisioned with a Cloud User Add-on Pack that includes a simple telephony feature set.

Cloud user (default feature set)	
Authentication	Call Waiting
Basic Call Logs	Connected Line Identification Presentation
Call Forwarding Always	Connected Line Identification Restriction
Call Forwarding Busy	Customer Originated Trace
Call Forwarding No Answer	External Calling Line ID Delivery
Call Forwarding Not Reachable	Flash Call Hold
Calling Line ID Delivery Blocking	Intercept User
Calling Name Delivery	Internal Calling Line ID Delivery
Calling Number Delivery	Last Number Redial
Call Return	N-Way Call
Call Transfer	

Add on pack: Unified Communications	
Alternate Numbers	Do Not Disturb
Anonymous Call Rejection	Flash Call Hold
Automatic Callback	Multiple Call Arrangement
Busy Lamp Field	Shared Call Appearance 15
Call Forwarding Selective	Single Number Reach
Directed Call Pickup	Speed Dial 100
Directed Call Pickup with Barge-in	Voice Messaging User
Diversion Inhibitor	Webex Softphone

## Webex for Adaptive Collaboration

Feature Summary	
Calling	
Place / Receive audio call (PSTN/VoIP)	Conference (N-Way Audio Call)
Place / Receive video call	Sharing – Screen, Application
Dialpad	Group Call Park / Retrieve
Desk Phone Control: Basic incoming/outgoing calling (Desktop only)	Call Push Notifications (Mobile)
Desk Phone Control: Share (Desktop only)	Call Voicemail
MNO: Use Mobile Native OS for Calling	Call Recording via 3rd party integration
MNO: Mobile Single Alert Support	Executive Assistant (Desktop only)
Merge (N-Way Audio Call)	
Call Settings	
Do Not Disturb - native, on soft clients	Voice Messaging Settings*
Do Not Disturb - across all devices*	Queues (Call Centre) - Login/logout, status*
Call Forward - Always, Busy*, No Answer*, Not Reachable*	Call Waiting*
Single Number Reach	Anonymous Call Rejection*
Mobility Settings*	Automatic Callback*
Call Back (Mobile)	Video Call – Virtual Background
Hide Number/Block My Caller ID*	Background Noise Reduction
	Music Mode
Personal Contacts	
View All / Add New Contacts	View Profile
Manage Favourites	Add Contacts from Enterprise Directory
Manage Groups	Add Contacts from Common Identity
Presence	
Calling Presence (On Call)	Manually Set Presence - Do Not Disturb
Meeting Presence (in Meeting, Presenting)	Personal Message Status
Presence (Active, Last Active)	

\*Supported through Call Settings Web View

Supported Codecs	
Audio	Opus codec
Video	OpenH264 codec

Supported Operating Systems	
Windows PCs	Windows 7, 8 (classic), 8.1 (classic), and 10 (classic). Drivers must be up-to-date.
Mac	MacOS 10.12, 10.13, and 10.14 on a supported Mac
iPhone and iPad	iOS 11.0 and later
Android Smartphones	Lollipop 5.0 and later
Chromebook	ARM-based Chromebooks capable of running Android apps

**Alternate Numbers.** Allows users to have alternate phone numbers and extensions. Usual ringing is provided for incoming calls to the primary phone number, and the user has the option of enabling a distinctive ring for calls for their second and third phone numbers. For outgoing calls from the user, the primary phone number is the calling line identity.

**Anonymous Call Rejection.** Users can reject calls from anonymous parties with explicitly restricted Caller IDs. When the service is activated via the user's web interface, callers without available caller identification will be informed that the user is not accepting calls at the time. The user's phone does not ring and the user sees or hears no indication of the attempted call. This service does not apply to calls from within the group.

**Authentication.** Performed upon the registration of an IP phone to ensure that the user of the device is authorised to gain access to the solution.

**Automatic Call Back.** Users who receive a busy condition may monitor the busy party and automatically establish a call when the busy party becomes available. This can only be activated when calling within the same group.

**Basic Call Logs.** Users can view the most recently received, missed, or placed calls.

**Busy Lamp Field.** Users can monitor the phone status of a list of users via a light on an attendant console phone.

**Call Forwarding Always.** Users can redirect all incoming calls to another phone number and have the option to activate and deactivate the service via a web interface.

**Call Forwarding Busy.** Users can redirect calls to another destination when an incoming call encounters a busy condition. If activated, the user must specify a forwarding number where the call may be answered.

**Call Forwarding No Answer.** Users can redirect calls to another destination when an incoming call is not answered within a specified number of rings. If activated, users must specify the forwarding number and the number of rings before forwarding.

**Call Forwarding Not Reachable.** Users can configure a location (e.g. a mobile) where a call should be redirected when the main device is unreachable (e.g. a landline).

**Call Forwarding Selective.** Users can define criteria that causes certain incoming calls to be redirected to another destination. If an incoming call meets user-specified criteria, the call is redirected to the user-specified destination. The user controls the service via a web interface, providing the ability to set the forwarding destination address and the criteria sets for determining which calls require forwarding. A criteria is set based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined.

**Calling Line ID Delivery Blocking.** Users can block delivery of his or her identity to the called party. If activated, all calls made by the user have the user's identity blocked.

**Calling Name Delivery.** Calling name will be displayed for external and internal calls.

**Calling Number Delivery.** Calling number will be displayed for external and internal calls.

**Call Return.** Users can call the last party called, whether or not the call was answered.

**Call Transfer.** Users can transfer a call to another phone.

**Call Waiting.** Users can receive an additional call while already engaged in a call. When a second call is received while a user is engaged in a call, the user is informed via a call waiting tone.

**Connected Line Identification Presentation.** This provides the calling party with the ability to be presented with the identity of the connected party, which may or may not be the dialled party.

**Connected Line Identification Restriction.** Users can restrict their connected identity when receiving a call.

**Customer Originated Trace.** Users can originate a trace on the last call received.

**Directed Call Pickup.** Users can pick up a call to another group member using a feature access code followed by the extension.

**Directed Call Pickup with Barge-in.** Users can pick up or barge-in on a call to another group member using feature access code followed by the extension.

**Diversion Inhibitor.** Users can prevent their outbound calls from being diverted if the terminating party has call forwarding activated – only applicable if the terminating party is also an Adaptive Collaboration user.

**Do Not Disturb.** Users can set their station as unavailable so that incoming calls are given a busy treatment. Users have the option to activate and deactivate the service via the web interface.

**External Calling Line ID Delivery.** Allows caller ID display for calls external to a group or enterprise.

**Flash Call Hold.** This enables users to hold a call for any length of time by flashing the switch-hook on their phone and dialling the respective feature access code. Parties are reconnected again when the switch-hook is flashed and the feature access code is dialled again.

**Intercept User.** A group administrator can politely take users out of service by providing callers with informative announcements and options.

**Internal Call-in Line ID Delivery.** This allows caller ID display for calls within a group or enterprise.

**Last Number Redial.** Users can redial the last number they called by dialling a feature access code.

**Multiple Call Arrangement.** This allows a shared call appearance user to have multiple locations in use simultaneously.

**N-Way Call.** Users can add any number of parties to a call, up to a maximum number configurable at the system level.

**Shared Call Appearance 15.** Users can have up to 15 additional location assignments.

**Single Number Reach.** Users can extend their service so that they can make and receive calls from any specified fixed phone and mobile phone.

- Allows calls placed to a user's Adaptive Collaboration phone number to ring all other specified phone numbers
- Allows users to place calls from specified phones to display the outbound caller ID of their Adaptive Collaboration service
- Allows users to "push" and "pull" active calls between Adaptive Collaboration phones, Adaptive Collaboration apps and any specified phones.

**Speed Dial 100.** Users can program up to 100 speed-calling numbers.

**Voice Messaging User.** When a user receives a voice mail, an e-mail with the voice mail attachment is also sent to the user.

## Optional Group or User add-on features

Feature	Description
<b>Auto Attendant</b>	Auto Attendant provides an automated receptionist that answers the phone and provides a personalised message to callers with options for connecting them to an operator, dialling by name or extension, and leaving a message or redirecting to another phone number.
<b>Call Centre Basic</b>	Call Centre Basic builds on the Hunt Group feature with basic call queuing capabilities to distribute calls to devices and people.
<b>Hunt Group</b>	Hunt group allows calls made to a single phone number to be re-routed to a group of numbers on your Adaptive Collaboration service.
<b>Music on Hold</b>	The Music on Hold service allows an audio file to be played when a call is placed on hold
<b>Receptionist Client</b>	A web-based attendant console for front-of-house receptionist to manage and screen large volumes of inbound calls.
<b>Virtual Business Number</b>	Virtual Business Number allows you to schedule and direct calls from a main number to any number within your business, including to an Auto Attendant, a Hunt Group and a user's voice mail.
<b>Webex for Adaptive Collaboration</b>	A simple to use dial pad app for desk-top and mobile users. Expand your team's collaboration experience with optional advanced messaging and meeting features

## Optional devices to complete your Adaptive Collaboration experience

Choose from a range of IP handsets, devices, and accessories including:

Handsets
Cisco 6851 MPP IP phone
Cisco 7861 MPP IP phone
Cisco 8851 MPP IP phone
Cisco 8865 MPP IP phone
Poly VVX 250 IP phone
Poly VVX 350 IP phone
Poly VVX 450 IP phone
Conference Phones
Poly Trio 8500 conference phone
Poly Trio 8800 conference phone

Wireless DECT
Panasonic KX-TGP600 IP cordless bundle
Panasonic KX-TPA60 cordless phone
Panasonic KX-TGP600 base unit
Panasonic KX-UDT131 tough cordless phone
Integrated Access Devices
Cisco ATA 192 2-port integrated access device
OneAccess One100 8-port integrated access device

## API Integration

Using the BroadWorks Xtended Services Interface (XSI) you are able to integrate your business telephony, including Telstra corporate mobiles, with your business application and processes such as CRM, billing and other applications.

APIs are open to the internet and Telstra private IP VPN.

## What you need to know about your Adaptive Collaboration service

**Eligibility.** You need to have broadband access service from the provider of your choice or Telstra IP-VPN (with a TIPT interconnect) service prior to purchasing Adaptive Collaboration, which only supports transition of phone numbers from eligible services\*. Data incurred through the use of the Telstra Adaptive Collaboration service is not included, and are separate from and in addition to the charges of the Adaptive Collaboration service.

\* At this time includes Telstra ISDN/PSTN, TIPT, SIP-Connect, but we will add more services in the future.

**Voice quality considerations.** Adaptive Collaboration does not come with any guarantees in relation to voice quality. We recommend that the broadband service (separately purchased) provides a minimum of 100Kbps uncontended bandwidth per voice line in each direction to ensure service voice quality. If operating in Shared Lines mode, the obligation to purchase enough Share Lines to meet your needs sits with you. For most customers, we recommend a maximum of four users per voice channel to avoid missed calls or inability to make outgoing calls.

**Device considerations.** As part of the Adaptive Collaboration solution, you can opt to purchase handsets or other additional equipment from us. Many modern business desk phones don't come with power supplies in the box as they are commonly powered by PoE switches. You may need to purchase additional components such as power adapters to ensure the solution works for a user.

**Minimum term.** There is no minimum term for this service. However, if you have chosen the hardware repayment option (HRO), you will be required to pay out all remaining charges for these handsets if you choose to end within the HRO period.

### Service Limitations

- During a power failure, you won't be able to use the Adaptive Collaboration service for calls including Emergency '000' services or alarm services.
- As an IP Telephony service, the quality of voice calls may be impacted by the end-to-end connectivity.
- Adaptive Collaboration is not compatible with Priority Assist or silent line (unlisted number) features.
- Capacity for concurrent calls at a site using the Adaptive Collaboration service is impacted by the available bandwidth at the site.

### Billing considerations:

- You may add and remove features during the month, but we will charge you for the highest number of each feature configured on your subscription during that month for the whole month. The baseline to calculate the number of features/users for the month is the number configured at the start of the billing cycle, not the highest number from the previous month.
- You will receive a new digital invoice for all charges associated with your Adaptive Collaboration service. You may receive a separate invoice for other products provided by Telstra.

## We're here to help

For any questions about your offer, technical support, service or connection, you can visit [telstra.com/contactus](https://telstra.com/contactus), [Telstra Connect](#), or call us on 1800 370 430. Assurance and fault calls are answered 24 hours / 7 days, all other calls are answered Monday to Friday, 9am to 5pm in your local time zone (except national public holidays).

## Have more questions about Telstra Adaptive Collaboration?

Reach out to your Telstra Account Representative.



Contact your Telstra account representative for more details.

 **1300 telstra (1300 835 787)**

 **telstra.com.au**