



# **Telstra IP Telephony (TIPT) - Call Centre**

Telstra IP Telephony (TIPT) Call Centre is a secure, cloud based system that lets you dynamically handle incoming customer voice calls for single or multiple sites and across multiple numbers. TIPT Call Centre queues your calls within the TIPT cloud meaning you do not have to provide bandwidth into your site to cater for queued calls. It will allow you to queue up to either 50 or 525 calls, within the network per queue.

With TIPT Call Centre, your agents and managers can work from just about anywhere in the country where coverage is available, both in the office and remotely using inbuilt remote working tools. Agents can be assigned to multiple queues and supervisors can utilise skills based routing to direct calls to the most skilled agent.

Agents have access to a simple browser based call centre application so they can perform more effectively, while supervisors and administrators use powerful interfaces and reporting tools for ease of management.

Meanwhile, your customers have a single call number to contact you, no matter how many call centres are in operation.

TIPT Call Centre helps to ensure incoming calls are routed and serviced quickly to improve customer experience. You won't bear the high cost of extra infrastructure, duplicated equipment across sites or renting more office space. Instead, you'll enjoy affordable and predictable pay-by-the-month billing, whether for a long-term deployment or to answer temporary peaks in demand. However you wish to use TIPT Call Centre, you'll have the assurance of smooth operations as the service is underpinned by the reach and reliability of the Telstra Next IP® network.

### Features

TIPT Call Centre offers two packages to suit varying needs. You can choose Call Centre Standard or upgrade to more advanced features with Call Centre Premium.

### Call Centre Standard

This suits smaller call centres, or ones with less complex requirements and includes the following:

Features	Details
Voice Call Centre	Provides inbound voice calling
Automatic Call Distribution (ACD)	Intelligently routes and queues calls with a maximum of 50 calls in a single queue

### Call Centre Premium

Has all of the features of the standard package, plus enhanced functions to suit larger call centres and provides more personalised service that include the following:

Features	Details
All Call Centre Standard Features	Includes Automatic Call Distribution (ACD), Call Centre Reporting and web-based interfaces.

Features	Details
<b>Longer Call Queue</b>	Offers incoming queue length of up to 525 calls. You can have multiple inbound numbers per queue, enabling a single group of agents to answer calls from multiple numbers. You can set different priorities, announcements and wait times per number.
<b>Disposition Codes</b>	Agents can tag calls with call data such as call outcomes so you can collect information for reporting purposes.
<b>Call Whisper</b>	Agents can hear a customised whispered announcement tagged to a call before they are connected. This allows them to hear information specific to the call before they answer.
<b>Silent Monitoring</b>	Supervisors can silently monitor calls to assist coaching and training and quickly handle emergency calls.
<b>Web-based Interfaces</b>	Agent and supervisor interfaces are hosted on our network so there is no need to maintain or update applications on your PCs. You also have greater flexibility in the location of staff.
<b>IP Handsets</b>	IP handsets with call centre soft keys offer agents the flexibility to take calls without a PC.
<b>Skill-based Routing</b>	Intelligently distribute call centre calls to agents with the appropriate skills.
<b>Call Centre Thresholds and Alerts</b>	Dashboard enhancement to provide visual indications and email notification on breach of key metrics.
<b>Enhanced Report</b>	Enhanced reporting allows users to generate and schedule reports to be run in the future. It provides a set of canned report templates as either agent specific reports or call centre specific reports.
<b>Night Service</b>	Night Service allows calls to be treated and processed differently during non-business hours such as routing to voice mail, divert to another number or busy treatment.
<b>Holiday Service</b>	Holiday Service allows calls to be processed differently during holiday periods for example on Australia Day or any holiday, the calls can be routed to other number or another country number.

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## Technical specifications for plans

	Call Centre Standard	Call Centre Premium
Queue Length (Number of incoming calls)	50	525
Call Centre Clients	Browser based application	Browser based application
Incoming Call Handling	One number per queue	Multiple incoming numbers per queue
Call Whisper	✗	✓
Disposition Codes (Call Tagging)	✗	✓
Unavailable Codes	✗	✓
Call Call Centre Functions on Handset	✗	✓
Reporting	✓	✓
Enhanced Reporting	✗	✓
Silent Monitoring	✗	✓
Skill-based Routing	✗	✓
Call Centre Thresholds and Alerts	✗	✓
Night Services	✗	✓

### Mandatory products

- TIPT; or
- TIPT as part of Connect IP Telephony.

### About Telstra

We provide network services and solutions to more than 200 of the world's top 500 companies. They rely on us to do business across 240 countries and territories and to enable greater productivity, efficiency and growth.

Our solutions offer the best of all worlds – skilled people and a rich portfolio of services delivered on our world-class Telstra Next IP® network and Next G® network.



To ensure reliable performance, they're monitored and maintained from our dedicated centres using advanced management and operational systems. And they're backed by Telstra Enterprise-grade Customer Service® and one of Australia's largest and most qualified field and technical workforce.

### Things you need to know

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Contact your Telstra account representative for more details.

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