



TAKE VOICE AND VIDEO COMMUNICATIONS TO THE NEXT LEVEL

Telstra IP Telephony

SIMPLE, FLEXIBLE
AND POWERFUL BUSINESS
COMMUNICATIONS



FROM NEXT IP TO IP TELEPHONY

In today's fast-paced business world, cutting-edge communications can be the key to success. So when you've invested in the Telstra Next IP® network to power world class IP services, surely it makes technical and economic sense to move your communications forward on the same platform.

Voice, video and data – on one network

Investing in a Next IP® network solution from Telstra can be a breakthrough decision for your business. Converging your phone services onto the same network with a Telstra IP Telephony solution can give your voice communications a similar boost.

Our Hosted IP Telephony solutions enable you to quickly add and move users, or even reconfigure your entire office phone structure.

Or, for a solution that will be ready when you are, our Connect IP telephony options let you get your Next IP® network and telephony applications, handsets, and helpdesk support in one conveniently bundled package.

We also provide the flexibility of delivering TIPT over the fibre-based National Broadband Network (NBN) where available.

Save money, complexity and time

Potentially more cost-effective than continuing to manage traditional on-site PABXs and on premise equipment, IP Telephony can help you reduce complexity and IT costs, while opening the door to features that can help advance your team's efficiency, productivity and availability.

Smart features like Hoteling, often referred to as hot desking, mean your staff can use their extensions across any device across your Telstra Next IP network.

You can also integrate your IP Telephony into the Microsoft Lync® Unified Communications platform, so staff can make, answer, forward and transfer calls from within their standard Microsoft applications.

Dial up your productivity and customer satisfaction

With the network-based architecture of Telstra IP Telephony working for your business, you'll have more flexibility to deploy a multi-faceted, always-available service culture. Your team's productivity, collaboration and customer service can all benefit with options like:

TIPT App Development Environment

The TIPT App Development Environment is a standards-based Application Programming Interface (API) allowing customers and developers to rapidly innovate by developing applications that enhance the TIPT service.

Get creative and achieve a more rapid innovation culture by integrating your business systems and other applications into our Cloud Collaboration TIPT platform without significant investment.

Mobility with UC-One

Take TIPT on the road with a unified communications app that provides desk phone functions on mobiles, tablets and laptops when you're connected to Telstra's integrated Next IP and Next G® networks. Compatible with iOS and Android mobile devices, and Windows and Mac desktop platforms, it enables your staff to change phone settings on the fly, receive and make voice and video calls, pull calls from desk phone to mobile device and back again.

Other features include Single Number Reach, Directory Search, Desk Phone Call Appearance, Remote Office, Do Not Disturb, TIPT Anywhere, all Call Forward features, Transfer Calls, Conference, Hide Number, as well as the history of past calls made from a desk phone or mobile device.

UC-One is available with both Standard and Executive feature packs at no additional cost.

Telstra IP Telephony Call Centre

This fully scalable 'virtual call centre' solution means you can easily and quickly establish, expand or contract your call centre services, without the expensive investment in equipment, infrastructure and technical support. The intelligent features of IP Telephony will let you handle customer calls for single or multiple sites through your existing Next IP® network deployment.

Choose from:

- **Call Centre Standard** – includes different call distribution policies, simple CRM, reporting, agent and supervisor PC interfaces and more.
- **Call Centre Premium** – includes all Standard features plus extra management functions to help larger call centres manage longer incoming call queues and multiple numbers per queue.

Video Meeting Room (VMR)

Enjoy powerful phone features on compatible mobiles, tablets and laptops with the UC-One app, or conduct multi-party video meetings on TIPT devices with a single dial in number, or join in over our IP networks or the internet from compatible devices.

TIPT Video

Set up your video rooms easily with our affordable TIPT Video bundles which come with maintenance. We also offer a range of useful accessories if you want to use your existing Polycom equipment.

Remote Office

Your staff can make any phone their office phone – to offer seamless service whether they're answering their mobile, home or any other phone that you choose to be suitably configured, anywhere with access to the Next IP® network.

Unified Messaging

You can allow your team members to receive their IP phone voicemails as emails in their Microsoft Outlook® inbox – so people needn't miss important messages when they're away from the office.

National Broadband Network Access Option

When TIPT voice traffic is delivered over the NBN, we provide a best efforts and non-prioritised voice service. This means the quality of voice communications may vary. To reduce impact on your communications, we will prioritise your voice traffic on our Next IP® network. We also recommend you configure your network to prioritise voice.

MAKE YOUR PHONES DO EVEN MORE FOR YOU

You'll be able to customise your Telstra IP Telephony solution so that it suits your organisation's communication and administration needs perfectly.

Choose from a range of optional features to enhance your system

Real-time billing

Have access to call and cost details for each incoming or outgoing call within minutes of hanging up.

Advanced Receptionist Console

Provide your front-of-house staff with an advanced desktop application that can help them screen and forward inbound calls efficiently.

Interactive Voice Response

Greet callers with a customised message that you can update quickly and easily in real time. It's a powerful way to announce a special offer, provide general information, pre-empt common questions or provide advice on issues, to relieve pressure on staff during peak times. You can also enhance your phone service, and strengthen your branding, with customisable music on hold.

Hoteling

This powerful service pack will help you support a more flexible workplace by allowing staff to have the same IP phone number at any desk where there is network coverage. Often this type of functionality is referred to as "Hot Desking".

Microsoft Lync™ Integration

You can now have your Telstra IP Telephony service closely integrated with the Microsoft Lync Unified Communications platform, to give your team access to phone services from their PCs. For example, staff will be able to right-click a colleague's name in any standard Microsoft application to instantly see whether they're out, on the phone, or available – then click 'Call' to get them on the line.

Clarity you can count on

Using your Next IP® network to carry your IP Telephony applications will give you the assurance of world-class network performance, reliability and security. Class of Service prioritisation and management will further protect the quality of your voice and video traffic, so there'll be nothing to distract you from growing your business.

You can enhance the experience for your staff by sourcing the latest high definition (HD) voice and video handsets through Telstra – including:

VVX 1500 Video Phone

Business-grade video calling and voice communications, with a large screen and one-touch functions. The Telstra VVX 1500 is a complete productivity tool for executives and professionals.

VVX 500 and VVX600

The latest addition to the range of video capable handsets available with your Telstra IP Telephony solution.

Smoothing your PABX exit

To make sure you still get maximum value and life from your investment in your current phone systems, you'll be able to set the pace for your migration to an IP telephony solution. In fact, a transition period will allow you to evaluate the cost effectiveness of your old and new solutions, so you can fine-tune the timing of your PABX exit.

You can even integrate your legacy phone system and its special features into your newly upgraded Telstra IP Telephony services, with our flexible SIP Connect options.

The promise of converged communications

You can realise the full potential of your company's Unified Communications strategy with Telstra IP Telephony. As a mature, business-grade hosted IP Telephony solution, it lets you make the most of your investment in reliable, high performance Next IP® networking.

You'll be able to choose from a range of converged and latest-generation telephony features, to significantly enhance staff productivity and customer satisfaction.

Simply contact us to learn how your business could benefit by moving to IP Telephony solution – and see how simply and efficiently the technology can work for you.



contact your telstra account executive
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telstra.com/business/TIPT

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IT'S HOW
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