



TIPT CALL CENTRE

Enhance your customer experience with Telstra IP Telephony solutions.

As business communications become more advanced, so too does the need for simpler, more dynamic ways of managing them. Telstra IP Telephony (TIPT) is a full-featured, integrated solution that converges voice and data into one network, to better manage contact with your customers.

Fully hosted by Telstra, the TIPT call centre solution supports single call centres as well as multi-site operations, regardless of geographic location. With the right plan, it can help improve customer response and reduce operational costs. Put simply, it's more flexible, scalable and effective.

Benefits

Manage costs

Maximise agent productivity and performance by enabling your staff to work remotely with access to all features – a smart way to increase staff without renting office space.

Provide one point of contact

Give customers a single, centralised number, irrespective of how many call centres are in operation.

Create virtual call centres

Establish call centres anywhere in the country with PCs and a secure VPN connection.

Improve your customer experience

Ensure incoming calls are routed and serviced quickly and efficiently.

Manage calls effectively

Choose from an intuitive range of call distribution methods.

Features

Automatic call distributor

Intelligent call routing and queuing.

Auto Attendant

Interactive voice response and custom messaging.

Call Centre Reporting

Real-time display for call centre monitoring and historical reports for managing queues and agents.

Unified front-end

Intuitive web interface for managing TIPT services.

Enjoy efficient management of calls

The Telstra IP Telephony service provides intelligent call routing that can dramatically improve the management of customer calls. The Auto Attendant feature routes calls from multiple queues, voicemail boxes and more, to an appropriate call centre agent. Better agent utilisation is gained using Call Centre Reporting to effectively deliver customer enquiries to the agent. This responsive and efficient service enhances customer satisfaction levels, giving your business an edge over your competitors.

Reduce your operational costs

Whatever the size of your business, the robust TIPT solution gives you the flexibility to establish a comprehensive, feature-rich call centre operation anywhere in the country using PCs and a secure VPN connection – with no hardware, software or upfront capital expenditure required. What's more, you can save on office space by doing away with cumbersome and complex telephony equipment, also minimising infrastructure costs duplicated at multiple sites.

Monitor call patterns

Call Centre Reporting is an application that provides real-time and historical reporting of queue and agent statistics. Comprehensive reports demonstrate how your system is performing so you can identify service and usage, plus forecast for future success. Reports also enable call centre supervisors to determine appropriate staffing levels and manage budgets effectively.

Simplify network administration

As a network-based system, TIPT helps reduce the time and hassle of managing your communications. Because it's delivered via the Telstra Next IP™ network, there's no need to invest in expensive on-site hardware or software applications. Your administrators can access the system from wherever there is a VPN-enabled desktop. They can make changes instantly, dealing with issues as they arise, resulting in a more flexible and scalable communications service.

Enable staff to work remotely

Allow staff to work from home or other locations and effectively collaborate with colleagues within a virtual, distributed call centre. The Remote Office feature allows operators to take calls from customers via your network, without the caller ever knowing they're working from home or on the road.

Why Telstra?

Telstra has the ability to design and deploy a complete IP Telephony solution to deliver a seamless operating experience.

Telstra is in the unique position to enable these solutions, with the power of the Telstra Next IP™ network and Next G™ wireless broadband network, creating Australia's largest fully integrated national IP network. It's a world-leading communications platform that will help you realise the full potential of the next generation of IP Telephony solutions.

IF YOU HAVE ANY QUESTIONS
PLEASE CONTACT YOUR
TELSTRA ACCOUNT EXECUTIVE
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