

# Telstra Contact Centre Genesys Cloud Managed Services

Unlock the true potential of your Telstra Contact Centre Genesys Cloud with our Managed Services.



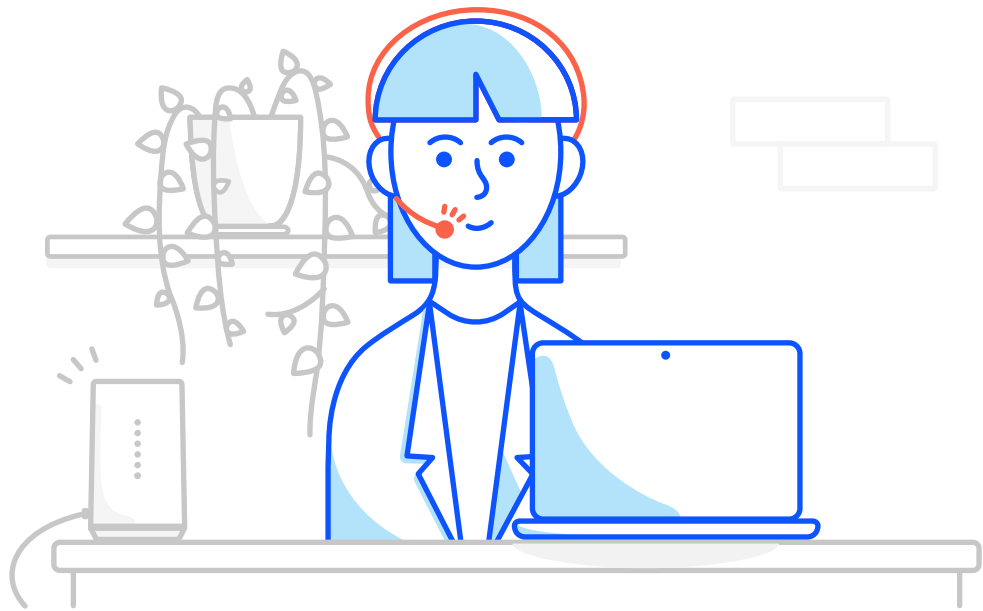


Telstra's Managed Services for Genesys Cloud are designed to ensure that you can optimise the current and ongoing performance of your contact centre operations.

With our Managed Services, you can trust our team of experts to manage your Genesys Cloud solution, and also help you unlock operational excellence, drive efficiency, and deliver improved customer experiences.

Our Managed Services experts are committed to helping you leverage the full potential of your technology investment. We'll work closely with you to determine your specific needs and regularly assess your use of Genesys Cloud to stay current with industry trends and in touch with your customers' expectations.

Our team will not only help in analysing your contact centre data to gain insights for improving your business operations but will also offer guidance on the latest product developments, enabling you to meet your business goals.



# How can Telstra Contact Centre Genesys Cloud Managed Services help you?



## Effortless management

You can focus on solving real business problems while our Managed Services team takes care of the management of your solution.



## Get the most out of your solution

Your team will get the best out of Genesys Cloud with the expert assistance from our team, making it simpler for you.



## Drive innovation

Keep your contact centre at the forefront of innovation with advice and recommendations on product developments and the latest industry trends.



## Strategic business planning

Regular metrics review to identify initiatives for driving continuous improvements so that your Genesys Cloud solution is optimised.



## Get deeper insights

Get an in-depth view of your solution's usage to identify under-utilised features, and opportunities for improvement.

# Key Features



## Access to expert assistance

Rely on support from our experts to help your team in mastering the features of Genesys Cloud with How-to advice.

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## Technical advice and guidance

Our ongoing tailored technical advice and guidance will ensure that your Genesys Cloud solution meets emerging business needs.

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## Cutting edge insights

Access to the latest industry trends and emerging technologies.

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## Information on upcoming product developments

We will keep you informed about upcoming product developments and features which we believe will future proof your solution and deliver real business benefits.

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## Digital transformation planning

Help you with your digital transformation journey using our human centric design approach.

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## System Administrator training

Up-skill your System Administrator, a key player in your solution's success.

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## Regular reports

A detailed report of incidents, service requests and feature usage, discussing them at regular meetings.

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## Adds, moves and changes

Includes a number of adds, moves and change service requests, such as adding users, changing time of day routing, or setting up custom configuration.

# Managed Service Packages

Features	Inclusions	Small Package <20 seats	Medium Package 20 to 60 seats	Large Package >60 seats
Basic Service Requests (Moves, Adds, Changes)	Users, Time of Day routing, business hours changes capped at 30 minute per request (unlimited)	✓	✓	✓
Larger Service Requests (Moves, Adds, Changes)	Capped at 4 hours per request	12 per year	24 per year	20 hours per month
Unlimited How-tos	Unlimited assistance from our experts on How-tos with Genesys Cloud	✓	✓	✓
System Administrator	1 Refresher per year	✗	✓	✓
Incident reporting	A monthly report of incidents and service requests to Service Level Agreements - discussed at regular cadence	✓	✓	✓
Configuration management	Management of configuration documents for Telstra changes	✓	✓	✓
Regular reviews with customer	<ul style="list-style-type: none"> <li>Discuss product roadmap and new features.</li> <li>Review metrics and identify initiative/opportunities for continuous the contact centre solution improvements and enhancements.</li> <li>Provide ongoing strategic technical advice and guidance to ensure that the contact centre solution meets emerging business requirements and business drivers.</li> <li>Training and new capability opportunities</li> <li>Measure against best practices</li> </ul>	Quarterly	Monthly	Monthly
Customer Insights report	Provides details on usage and adoption in Genesys Cloud	✓	✓	✓

✓ Feature included in plan type.

✗ Feature not included in plan type. Maybe available in a high plan type.

# Why Telstra



## Complements a true and fully hosted solution

Telstra's Managed Services complement our fully hosted Contact Centre Genesys Cloud solution, delivered with the simplicity of one partner across platforms and networks for easier, cost-effective management.



## Tap into our experience and partnerships

We've designed some of the largest contact centres in Australia, and manage 40,000+ contact centre seats with over 100 million customer interactions per year.



## Human-centric design

We have a depth of experience in customer engagement platforms and are uniquely positioned to combine core technical components with the latest human-centric design to create seamless experiences.



## End-to-end view for better performance

As a network operator and services provider, we make managing your IT simpler by offering technology and service as a complete, integrated solution with one port of call for support.



## Keep up with the latest innovation

Our accredited team and leading industry partners invest in innovation to make sure you benefit from the latest thinking.

## Contact a Telstra Expert

Get in touch with your Telstra Representative to find out more about **Managed Services for Genesys Cloud.**