



TELUS Cloud Contact Centre

Take your contact centre to a higher level.

Today's customers are more demanding than ever and their experience is paramount to the success of your business. Whether they have a question, want to place an order, track a delivery or need support, they expect to reach your organization immediately, using the channel they prefer. To deliver on these demands, you have to keep your technology current. That could mean investing in the latest contact centre equipment, the resources to manage it and upgrades when required. Or you can let one of Canada's leading contact centre operators take care of the technology while you take care of business.



An enterprise-grade solution that delivers.

TELUS Cloud Contact Centre is a hosted, on-demand, multi-tenant contact centre solution that empowers you to manage all client interactions with unified multimedia technology. The solution offers:

- **Improved total cost of ownership (TCO) and scalability:** As a cloud-based solution, there are no requirements for contact centre specific hardware at your premise; the solution easily scales up or down as your business changes (up to 12000 agents) and you'll benefit from a predictable, monthly, per seat fee and minimal capital expenditure.
- **Full support and management:** The service is fully engineered, hosted, and managed by TELUS. With the level of support provided and a single point of contact, you can free your IT resources to focus on your core business.
- **Business continuity and security:** TELUS Tier 1 Data Centres provide access to a superior level of redundancy, resiliency and security that few organizations can provide on their own.
- **Superior platform:** TELUS Cloud Contact Centre is powered by the industry-leading Cisco Hosted Collaboration solution platform, which is supported with a best in breed partner ecosystem for optimal features and functionality.
- **Enhanced functionality:** TELUS added features (video, co-browse, CRM integration, etc.) and integration with omnichannel, workforce management and business intelligence solutions can further enhance your contact centre management abilities and your customers' experience.
- **Agent flexibility:** Cloud-based access enables your agents to work from where they're most productive; they can achieve the work/life balance they're looking for by connecting from anywhere 24x7.

Select the features and capabilities your organization needs.

Start with a set of base features and add more as your needs evolve. TELUS Cloud Contact Centre begins with standard skills-based or precision routing, voicemail queuing, callback queuing, enterprise-grade IVR capabilities, customizable historical and real-time reporting, computer telephony integration (CTI) capabilities, and a full suite of supervisory and administrative capabilities.

Organizations with advanced needs can add additional features such as compliance recording and quality management, multi-channel skills-based routing (chat, email), and via complimentary offerings, social media integration and workforce management.

TELUS also offers optional advisory services to help you define your contact centre strategy and functional requirements and assist with your transition planning and implementation.

Why TELUS for your contact centre.

- TELUS is one of Canada's **top hosting providers**[†] with over 20 years' experience managing infrastructure and IT services.
- TELUS has a **proven track record** in providing and managing contact centre operations for more than 100 clients and has over 10 years' experience in hosted contact centre solutions.
- TELUS operates one of **Canada's largest contact centre environments** to serve its own consumer, business and government customers across the country.
- TELUS has the **fewest number of customer complaints** in the Canadian telecom industry.*
- TELUS continues to **invest in technologies and ongoing development** of TELUS Cloud Contact Centre to ensure it meets the ever-changing needs of your customers and enables you to exceed their expectations now and in the future.

TELUS Cloud Contact Centre delivers:

Voice	Workforce Optimization	Ominchannel	Management
 <ul style="list-style-type: none">■ Inbound■ Interactive Voice Response (IVR)■ Outbound Dialer■ Campaign Manager	 <ul style="list-style-type: none">■ Call and Screen Recording■ Workforce Scheduler■ Quality Management■ Scorecard and E-learning	 <ul style="list-style-type: none">■ Voice■ Email■ Web Chat■ Social Media■ SMS Text■ Video Call■ Co-browsing	 <ul style="list-style-type: none">■ Business Intelligence■ Advanced Reporting■ Speech Analytics■ Policy/Procedure Governance■ Security

Connect with us today.

Contact your TELUS Account Executive, call **1-877-710-0404** or visit telus.com/cloudcontactcentre to learn more.

[†]Source: NBI/Michael Sone Associates, 2012 CDN Hosting & IaaS Cloud Computing Market Report.

*2016 Commissioner for Complaints for the Telecommunications Annual report (TELUS: 6.8% all complaints vs. Rogers: 9.6% and Bell: 36.8%).

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