

Cloud calling, contact centre and AI for Australian organisations

Calling for every employee. AI-powered service for every customer.

Two Telstra products, one accountable partner. Start with a modern contact centre, move staff calling into Microsoft Teams, or connect both into a single service delivered and managed by CVT, Telstra's Platinum Partner for calling and contact centre.

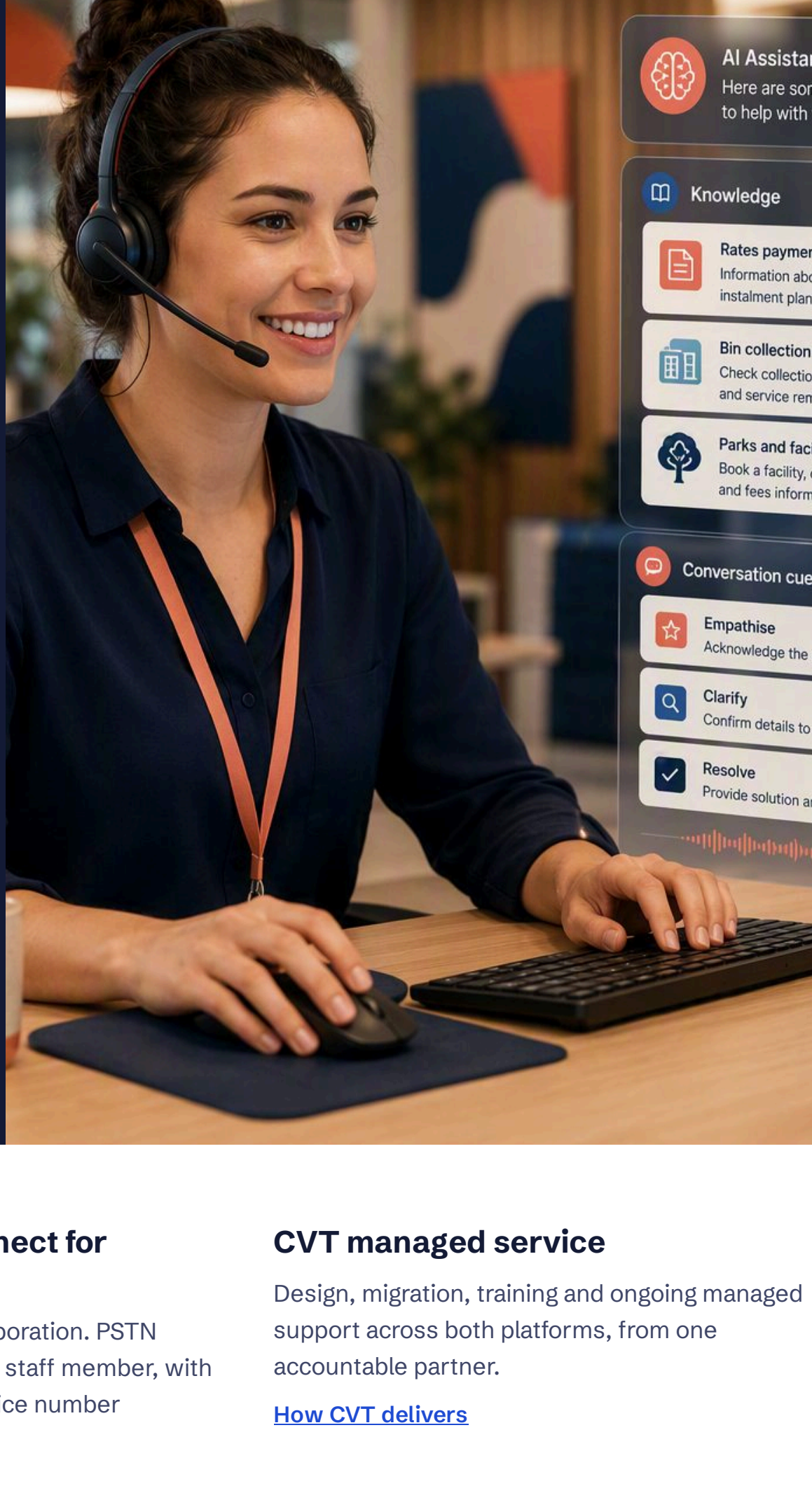
Compare the options

Book a demonstration

Australian data sovereignty

Telstra enterprise-grade carriage

Delivered end to end by CVT



Telstra Contact Centre Genesys Cloud

An AI-powered omni-channel contact centre for your customers: voice, web chat, SMS, email and social in one platform.

[About the contact centre](#)

Telstra Operator Connect for Microsoft Teams

Part of Telstra Adaptive Collaboration, PSTN calling inside Teams for every staff member, with no PBX, no SBC and self-service number management.

[About Teams calling](#)

CVT managed service

Design, migration, training and ongoing managed support across both platforms, from one accountable partner.

[How CVT delivers](#)

Start where your organisation needs it most

Each product stands on its own. Put them together and a customer's call can move from the contact centre to a specialist in Teams without losing context.

Contact centre

Teams calling

End to end

Genesys Cloud and Operator Connect, delivered by CVT

One service from customer to back office

Customers reach the contact centre on any channel. Agents transfer to specialists and back-office staff in Teams with live presence, and the call never leaves the Telstra network.

Retires

The PBX, the contact centre platform and the integration work between them.

A good fit when

You want customers and staff on one modern platform, with one partner accountable for all of it.

How it works

- 1 A customer gets in touch**
On voice, chat, SMS, email, social or in person.
- 2 Genesys looks them up**
CRM and ERP records pulled in via API before the agent answers.
- 3 Routed to the right agent**
AI and skills-based routing across every channel.
- 4 Handed to back office in Teams**
Directory search, live presence and direct transfer, or after-hours service.
- 5 Voice of the customer captured**
Surveys and sentiment feed insight back to service teams.

One number, one identity

Presence-aware transfers

Telstra carriage end to end

One partner

Built for the way your industry serves customers

Customers shouldn't need to know which team to call. The same routing, self-service and reporting apply whether you run a service desk, a patient line, a member centre or a retail support team.

Government and public sector

Service lines, enquiries and after-hours cover.

Health and community

Appointments, triage lines and support services.

Financial services

Member and account enquiries, secure payments.

Utilities and infrastructure

Faults, outages and account changes.

Education

Enrolments, student and parent enquiries.

Retail and consumer

Orders, returns and loyalty questions.

Professional services

Client lines and reception across offices.

Manufacturing and logistics

Orders, dispatch and field teams.

Where AI earns its keep first: the highest-volume enquiries

Enquiry type	AI use case	What it changes
Account and billing	Bot answers balance and due-date questions, then takes payment securely	Peak billing periods covered 24/7
Bookings and appointments	Bot checks availability, books or reschedules and confirms by SMS	Bookings completed without an agent
Renewals and reminders	SMS reminders with a self-serve renewal and payment link	Seasonal call spikes flattened
Faults and incidents	Bot triages the report, captures location and photo, creates the case	Cases raised correctly first time
Status updates	Bot answers "where is my order or request up to" from a CRM lookup	Status chasing taken off the queue
After hours and urgent	Virtual agent resolves routine calls, escalates genuine emergencies	Safe, consistent after-hours cover

Bots read and write through your existing CRM and ERP integrations.

Telstra Contact Centre Genesys Cloud

A fully hosted, fully managed contact centre for your customers

Telstra carriage and Genesys Cloud hosted in AWS Australia, with the AI already built in. There is no separate AI platform to buy, host or integrate.

Telstra carriage

- ✓ Managed end to end
- ✓ Telstra enterprise-grade carriage
- ✓ Built-in geo-redundancy
- ✓ Local, STD and mobile calls within Australia included

Genesys Cloud in AWS Australia

- ✓ Australian data sovereignty
- ✓ Cloud-based omni-channel platform
- ✓ Active/active/active resilience
- ✓ Rich features with weekly releases

Business outcomes

- ✓ Free from hardware costs
- ✓ Rapid deployment; scale and burst on demand
- ✓ Remote working and business continuity
- ✓ REST API and an intuitive web interface

AI that answers, assists and improves on every interaction

Simple requests are completed end to end. Complex cases transfer to an agent with identity, intent and context preserved, so customers never repeat themselves.

Before the conversation

Deflect and route

Virtual agents resolve common enquiries 24/7 on voice, chat and SMS

Predictive routing matches each caller to the best-fit agent

Predictive engagement offers help before a customer calls

During the conversation

Assist the agent

Agent Copilot surfaces the right knowledge article

Real-time sentiment and next-best-action prompts

Live transcription of every conversation

After the conversation

Learn and improve

Auto-summarisation writes the wrap-up note

AI evaluates interactions against your scorecard

Topic analytics show why customers are calling

Pick a licence tier

Entitlements are cumulative; each tier includes everything in the tier below it. Choose one to see what your agents get.

GC1

GC2

GC3

GC4

GC 1

Included

Voice foundation

Inbound and outbound voice, IVR
ACD routing and scheduled callback
Dashboards, wallboards and reports
Voice and screen recording, monitoring and coaching
API access and SSO (e.g. Azure AD)
Customisable agent scripting

GC 2

Included

Adds digital and WFO

Email, web chat and SMS
Social: X, Facebook, WhatsApp, Instagram
Evaluation, scorecards and coaching
Knowledge base content and co-browse

GC 3

Selected

Adds full WEM

Post-call and web surveys
WFM forecasting and scheduling
Performance management and gamification
Transcription and sentiment analysis

GC 4

Not in GC 3

Adds AI

Agent Copilot for voice and digital
Knowledge article surfacing
Suggested wrap codes and summarisation
39 AI tokens per user per month

Digital add-on

Requires GC1

Brings email, web chat, SMS and social channels to a voice-only seat.

WEM add-on

Requires GC1 or GC2

Surveys, WFM forecasting and scheduling, performance management, transcription and sentiment.

AI Experience tokens

Any tier

A pooled, org-level allowance (250 named / 350 concurrent included) that powers Copilot, bots, virtual agents and AI evaluation. Top up as adoption grows.

Also licensed separately and attachable to GC1 to GC4: Workitem work automation, native Microsoft Teams integration, CRM integration (Salesforce, Dynamics 365, SAP C4C, ServiceNow, Zendesk) with screen pop and click-to-dial, and preview, power and predictive outbound dialers.

Telstra Adaptive Collaboration • Microsoft Operator Connect

One number, wherever work happens

Telstra voice runs naturally inside Microsoft Teams, the tool your staff already use every day. No PBX, no SBC. Numbers, users and call capacity are managed in the Adaptive Collaboration self-service portal.

In the office

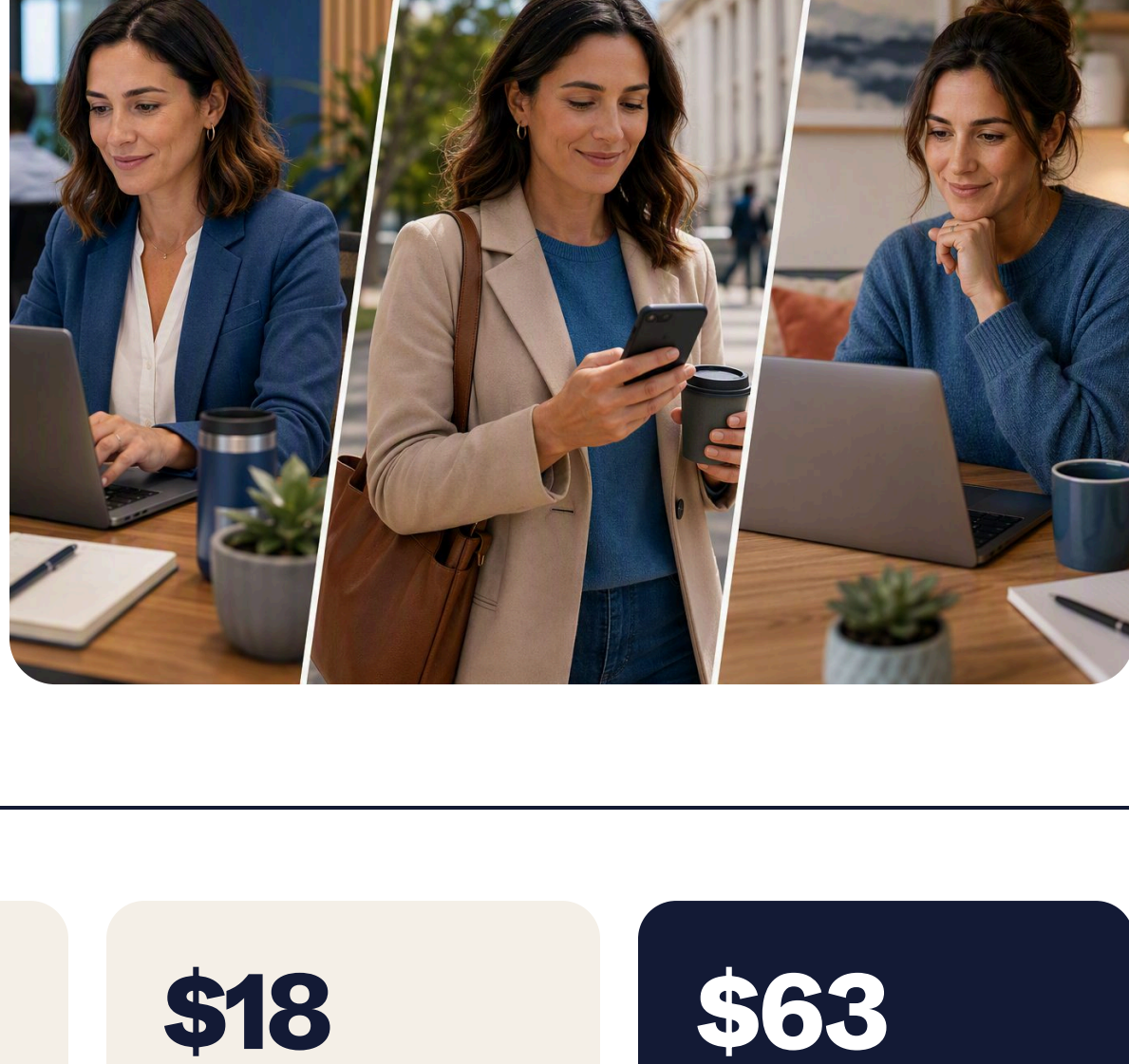
Teams desktop client, certified headset or desk phone.

On the move

Teams mobile client and the same business identity.

At home

Secure calling without depending on a site.



Simple pricing

All local, national long distance and fixed-to-mobile call charges included. Prices ex GST.

You'll need a Microsoft Teams Phone licence (included with E5, or as an add-on to E1 or E3) plus a Telstra calling plan.

\$0

Phone number

No charge to bring or provision a number.

\$18

Individual line

Premium Calling, per user per month.

\$63

Shared line

Premium Calling, per line per month. Raise or lower call capacity at any time in the portal.

Standard Teams calling features

Everything a traditional switchboard does today, including auto attendants for business hours and public holidays, and call queues for each team.

With a Teams Premium licence, the native Queues app adds live queue statistics, historical reporting, and monitoring with whisper, barge and takeover.

- ✓ Local DID number
- ✓ Delegation (boss mode)
- ✓ Simultaneous ring and forwarding
- ✓ Call history
- ✓ In-queue callback
- ✓ Text-to-speech greetings
- ✓ Power BI queue reporting

- ✓ Inbound and outbound calling
- ✓ Call park
- ✓ Custom outbound caller ID
- ✓ Speed dial and favourites
- ✓ Presence
- ✓ Auto attendant (hours and holidays)
- ✓ CDR admin reporting

- ✓ Blind and consult transfer
- ✓ Call groups
- ✓ Hold and music on hold
- ✓ Single-click callback
- ✓ Voicemail with transcription
- ✓ Call queues with 4 routing modes
- ✓ On-demand recording

Operator Connect with Telstra

Upload phone numbers to your Microsoft tenant from the self-service portal

Migrate existing numbers at a time that suits you

Choice of per-user or per-trunk calling plans

Business continuity built in

Telstra Cloud Calling, same portal

For lines that aren't Teams users: community phones, intercoms and fax machines

Support standard SIP and analogue devices

Hunt groups, auto attendant, scheduling and receptionist features

Optional Webex collaboration add-ons

Devices for every site

Offices and meeting rooms

Microsoft-certified Yealink desk and conference phones, Teams Rooms from huddle to large, and room scheduling panels.

Headsets and speakerphones

USB, Bluetooth, DECT and hybrid headsets, managed from the Yealink device platform.

Warehouses, depots and smaller sites

Teams-ready DECT cordless systems for sites where staff move around.

Intercoms, ringers and fax

Teams-certified Algo and Axis door stations and loud ringers; ATAs for analogue phones and fax.

Better together: one conversation from customer to back office

Contact centre agents search the Teams directory, see live presence and transfer over the Telstra network. Calls stay on Telstra carriage end to end, with one number and one identity across both platforms.

1

Customer gets in touch

Any channel: voice, chat, SMS, email, social, web form or in person.

2

Records pulled from CRM

Screen pop, interaction history and data lookup via API.

3

Routed to the right agent

Omni-channel routing, IVR, recording and WFM in Genesys Cloud.

4

Transferred to back office in Teams

Live presence, directory search and direct transfer, or after-hours service.

5

Survey captures feedback

CSAT, sentiment and Power BI insight feed back to service teams.

Integrates with your business systems

Bi-directional API integration with Dynamics 365, Salesforce, Oracle Service Cloud, TechnologyOne, Infor Civica and ServiceNow.

Takes payments securely

A PCI-compliant payment gateway, in call or through self-service.

Stays up when a site doesn't

Active/active/active geo-redundancy, with manual or automatic failover as a business continuity add-on.

What organisations gain by moving to the cloud

Cost and infrastructure

Retire SIP trunks, SBCs and PBXs
Remove unnecessary desk phones
Hardware-free and simple to scale
Stronger continuity, redundancy and availability

Ways of working

Hybrid and fully remote working
Scale and burst capacity on demand
Onboard new staff in minutes, not weeks
Teams focused on customers, not the tech

Experience and AI

AI and automation across the journey
Analytics and sentiment on every interaction
CRM, ERP and custom integrations
WFM scheduling and PCI-DSS payments

Recent case study

Retiring the legacy phone room

On-premise PBX hardware, SBCs, SIP trunks and desk handsets were decommissioned. Staff moved entirely to PC and mobile softphones with headsets.

The result: genuine hybrid and remote working, single-number reach, rapid onboarding and business continuity built in.

One accountable partner, from design to day-to-day support

CVT is a Telstra Platinum Partner for calling and contact centre solutions, serving customers throughout Australia and New Zealand from offices in Sydney and Melbourne.

Step 1

Design

Map your services, call flows, integrations and licensing to the right mix of products.

Step 2

Migrate

Move numbers and sites on your timetable, with independent or combined roll-outs.

Step 3

Train

Get agents, supervisors and admins confident with Genesys, Teams and the portal.

Step 4

Manage

Ongoing managed support across both platforms from one accountable partner.

Published case studies

Health and community

MediHealth

Six contact centres brought together in one Telstra Genesys Cloud tenancy, starting with the IT service desk.

Government and public sector

Super SA

Deployed Telstra Contact Centre Genesys Cloud in September 2020, with the whole deployment completed online.

Financial services

ADICA (Aioi Nissay Dowra Insurance)

Moved from an on-premises contact centre to the cloud, saving around \$150,000 in staff productivity.

Financial services

Greater Bank

Replaced an ageing legacy contact centre, with the platform implemented in around six weeks.

Local government

Hobsons Bay City Council

Serving close to 100,000 residents across 12 suburbs west of Melbourne.

Education

Christian Education Ministries

An omni-channel contact centre set up quickly so staff could work remotely and keep supporting parents and guardians.

Health and community

The Salvation Army

Moved from disjointed platforms, lifting NPS eight points, with callback used by over 90% of callers.

[Read the case studies on cvi.com.au](#)

See it working for an organisation like yours

Book a demonstration of Genesys Cloud, the Adaptive Collaboration portal and Teams calling, and talk through transition options for your sites.

Talk to the CVT team

General enquiries

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