

Cloud calling, contact centre and AI for Australian councils

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

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.

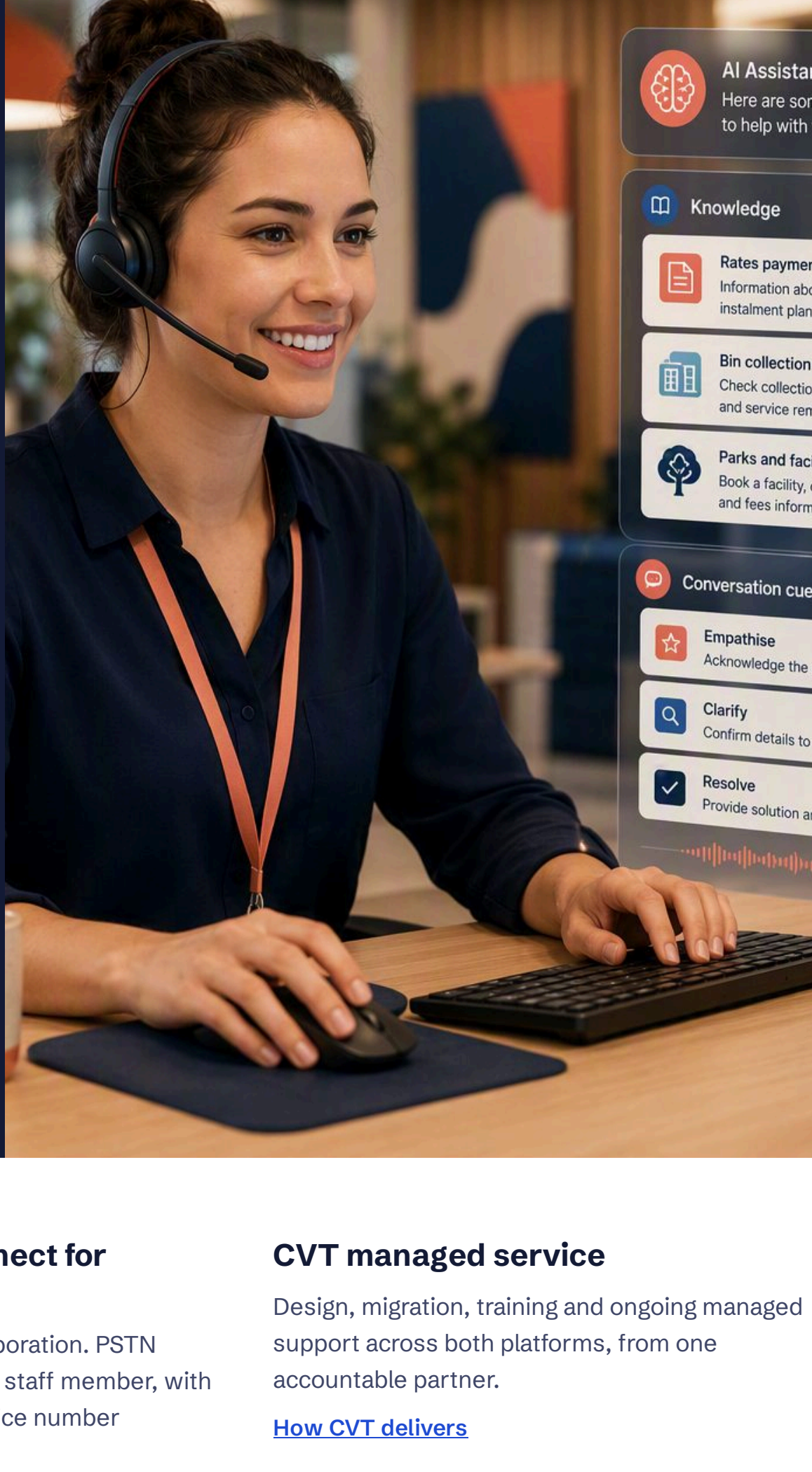
Compare the options

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 residents: 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 council needs it most

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

Contact centre

Teams calling

End to end

Genesys Cloud and Operator Connect, delivered by CVT

One service from resident to back office

Residents reach the contact centre on any channel. Officers transfer to planning, rates or local laws 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 residents and staff on one modern platform, with one partner accountable for all of it.

How it works

- A resident contacts council**
On voice, chat, SMS, email, social or in person.
- Genesys looks them up**
CRM and ERP records pulled in via API before the officer answers.
- Routed to the right officer**
AI and skills-based routing across every channel.
- Handed to back office in Teams**
Directory search, live presence and direct transfer, or after-hours service.
- 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

One platform pattern across every council service

Residents shouldn't need to know which department to call. The same routing, self-service and reporting apply wherever council answers the public.

Customer service The front door for every enquiry.	Rates and revenue Balances, due dates and payments.	Waste and hard rubbish Bookings, missed bins and eligibility.	Local laws Animals, parking and permits.
Aged and disability Care coordination and callbacks.	Building and planning Application status and advice.	Maternal and child health Appointments and reminders.	IT service desk Internal support for council staff.

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

Council service	AI use case	What it changes
Rates and revenue	Bot answers balance and due-date questions, then takes payment	Peak rates-notice weeks covered 24/7
Waste and hard rubbish	Bot checks eligibility, books the collection and raises the job	Bookings completed without an officer
Animal registration	SMS renewal reminders with a self-serve renewal and payment link	Seasonal call spike flattened
Roads, parks and assets	Bot triages the report, captures location and photo, creates the case	Cases raised correctly first time
Building and planning	Bot answers "where is my application up to" from a CRM lookup	Status chasing taken off the queue
After hours and emergency	Virtual agent resolves routine calls, escalates real 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 residents

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

Council 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 officer with identity, intent and context preserved, so residents 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 officer

Predictive engagement offers help before a resident calls

During the conversation

Assist the officer

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 residents are calling

Pick a licence tier

Entitlements are cumulative: each tier includes everything in the tier below it. Choose one to see what your officers 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 GC 1

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

WEM add-on

Requires GC 1 or GC 2

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 GC 1 to GC 4: 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 council work happens

Telstra voice runs natively 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

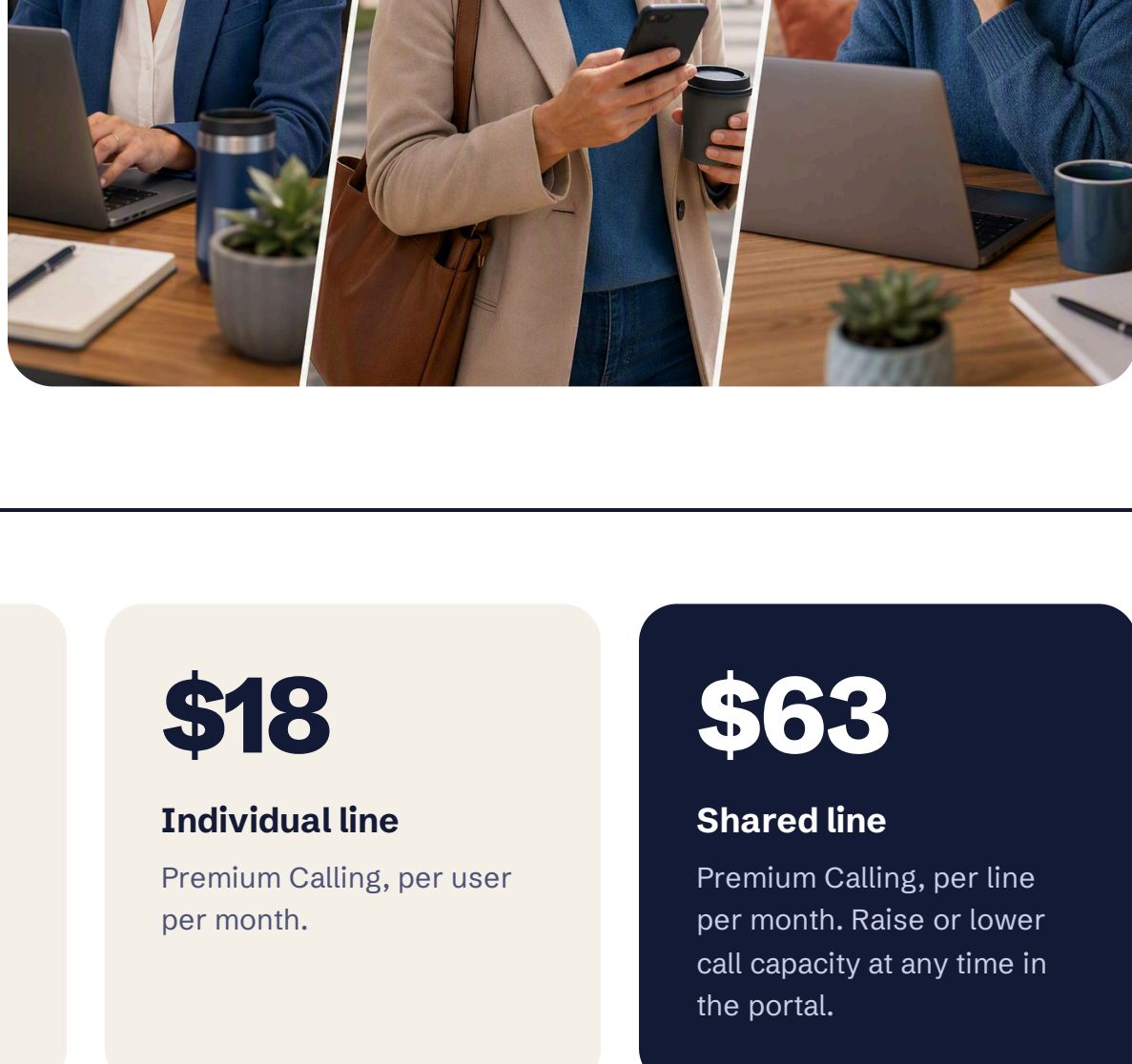
Teams desktop client, certified headset or desk phone.

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 council 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
- ✓ Inbound and outbound calling
- ✓ Blind and consult transfer
- ✓ Delegation (boss mode)
- ✓ Call park
- ✓ Call groups
- ✓ Simultaneous ring and forwarding
- ✓ Custom outbound caller ID
- ✓ Hold and music on hold
- ✓ Call history
- ✓ Speed dial and favourites
- ✓ Single-click callback
- ✓ In-queue callback
- ✓ Presence
- ✓ Voicemail with transcription
- ✓ Text-to-speech greetings
- ✓ Auto attendant (hours and holidays)
- ✓ Call queues with 4 routing modes
- ✓ Power BI queue reporting
- ✓ CDR admin reporting
- ✓ On-demand recording

Devices for every council 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.

Childcare, depots and libraries

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 resident to back office

Contact centre officers 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

Resident contacts council

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 officer

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 fed back to service teams.

Integrates with council 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 councils 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 the community, 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 council 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 results: 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, and works with councils in every Australian state and territory.

Step 1

Design

Map council 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 officers, supervisors and admins confident with Genesys, Teams and the portal.

Step 4

Manage

Ongoing managed support across both platforms from one accountable partner.

Published council case study

Hobsons Bay City Council

A council about 10 km west of Melbourne covering 12 suburbs and serving close to 100,000 residents, supported by Telstra Contact Centre Genesys Cloud and CVT.

Read the case study

See it working for a council 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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After-hours emergency

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For urgent, business-impacting incidents

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