

Answer the call to keep costs down

Create an efficient outbound voice
system for your business, and a
foundation for the way you reach out
to staff and customers.

yes

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Your **voice services** need to keep up with your business

With business needs constantly evolving, organisations need a technology partner that delivers the flexible options to cost effectively enable voice services.

Optus Outbound Voice Solutions delivers a range of services from basic phone lines to complex telephony systems. These solutions offer you flexibility in how you manage these voice services and how you connect to the Public Telephone Network – and flexibility as you evolve your network at your pace. With the Optus Evolve network you can also drive further cost benefits by enabling both voice and data services on the same network, as well as enjoying transparency for simple cost control management with features such as extension level billing, call barring and in depth online reporting.



Evolving at a pace that suits you

"Migrate to IP Telephony and Unified Communications when you are ready"

No matter where your organisation is with regard to voice technology evolution, Optus has the services to support both existing technology investments, and the services to enable evolution to new technologies at the pace that best suits you – whether you have:

- A traditional standalone voice solution with separate ISDN or analogue lines into PBX systems or handsets at each site; or
- A 'hybrid' IP Telephony solution with an IPVPN to enable IP telephony calls between company offices but using ISDN lines to access the public switched telephone network (PSTN); or
- An end to end IP solution with SIP voice trunking connecting an IP PBX to the PSTN and an IPVPN to enable IP telephony calls between offices; with voice and data carried over the same converged network.

Outbound voice solutions from Optus

Optus Evolve Voice

For large offices that have IP PBXs or IP telephony networks with either a voice only or fully converged SIP trunk solution.

Optus MultiLine

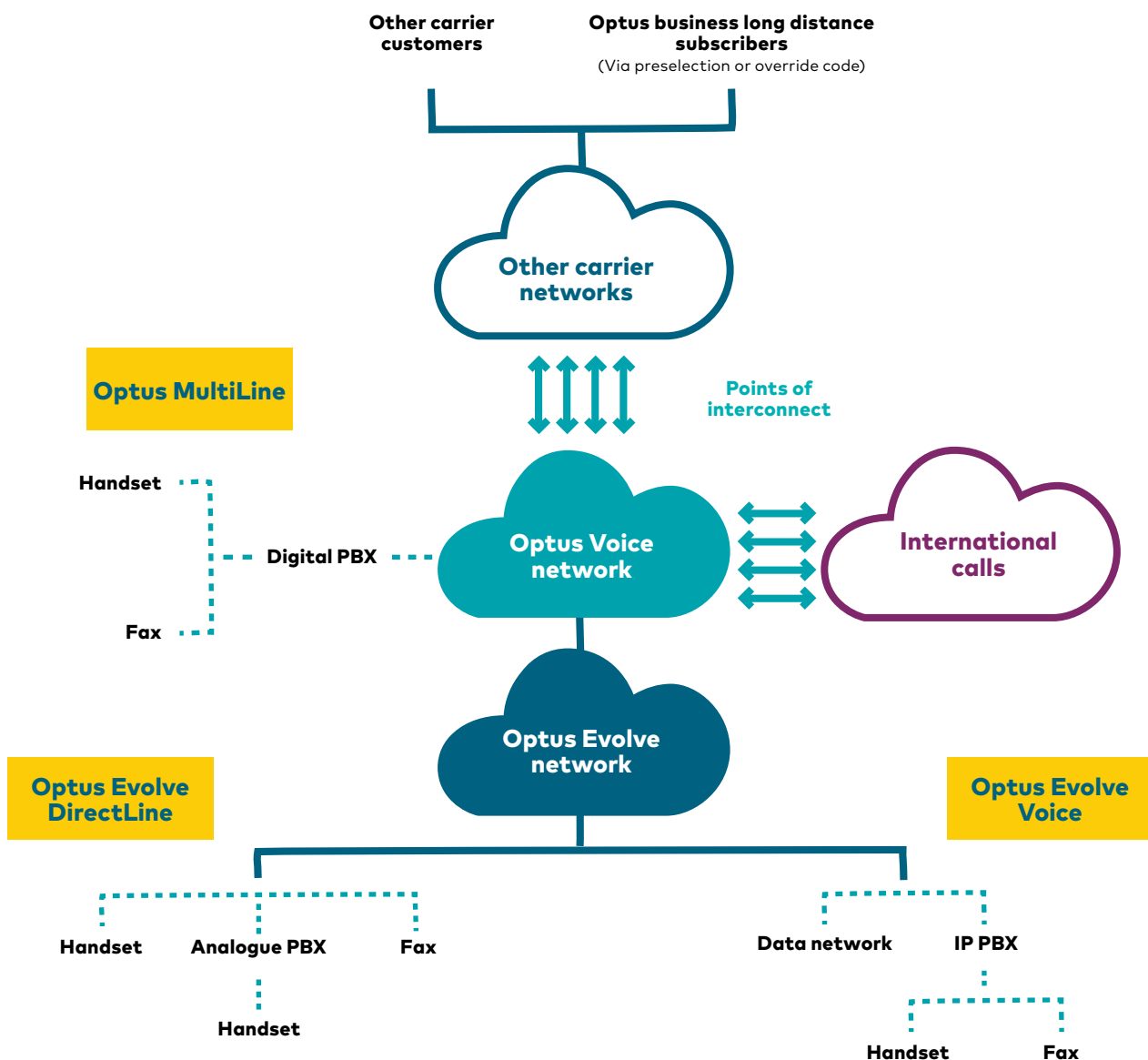
For large offices that have digital PBXs or IP PBXs with ISDN connections.

Optus Evolve DirectLine

For branch and small offices with analogue telephones, PBX, key systems and fax.

Optus Business Long Distance

Low cost national, fixed to mobile and international calls.



Optus delivers: flexibility, cost effective opinions, simplicity and services you can depend on

Optus Evolve Voice

Optus Evolve Voice is a SIP trunk telephony service which connects your IP PBX to the PSTN via an IP connection, allowing you to simplify your voice network and providing greater flexibility and scalability.

Optus Evolve Voice offers you the choice to converge your voice and data traffic onto a single IP infrastructure on the Optus Evolve network, with the potential to reduce total cost of ownership and improve the use of available bandwidth. A simple Ethernet cable provides the connection from your IP PBX to Optus Evolve Voice, without the need for

mediation equipment or gateways, and when you are not using your Optus Evolve Voice service to its maximum capacity the allocated bandwidth for voice can be used for your data traffic.

Furthermore, Optus Evolve Voice supports a wide range of centralised and decentralised PBX architectures, giving you the flexibility to rationalise your voice network and offer unified communications features across your sites.

Optus Evolve DirectLine

Optus Evolve DirectLine is an analogue telephone service for branch and small offices, designed to connect directly to your analogue premise-based telephone equipment (handsets, fax machines, modems) or through a compatible PBX or key system. Optus Evolve DirectLine supports a wide range of features including voicemail, hunt group working, call forwarding, conference calling, speed dialling and calling number display.

Optus MultiLine

Optus MultiLine is a digital trunk telephone service that enables large

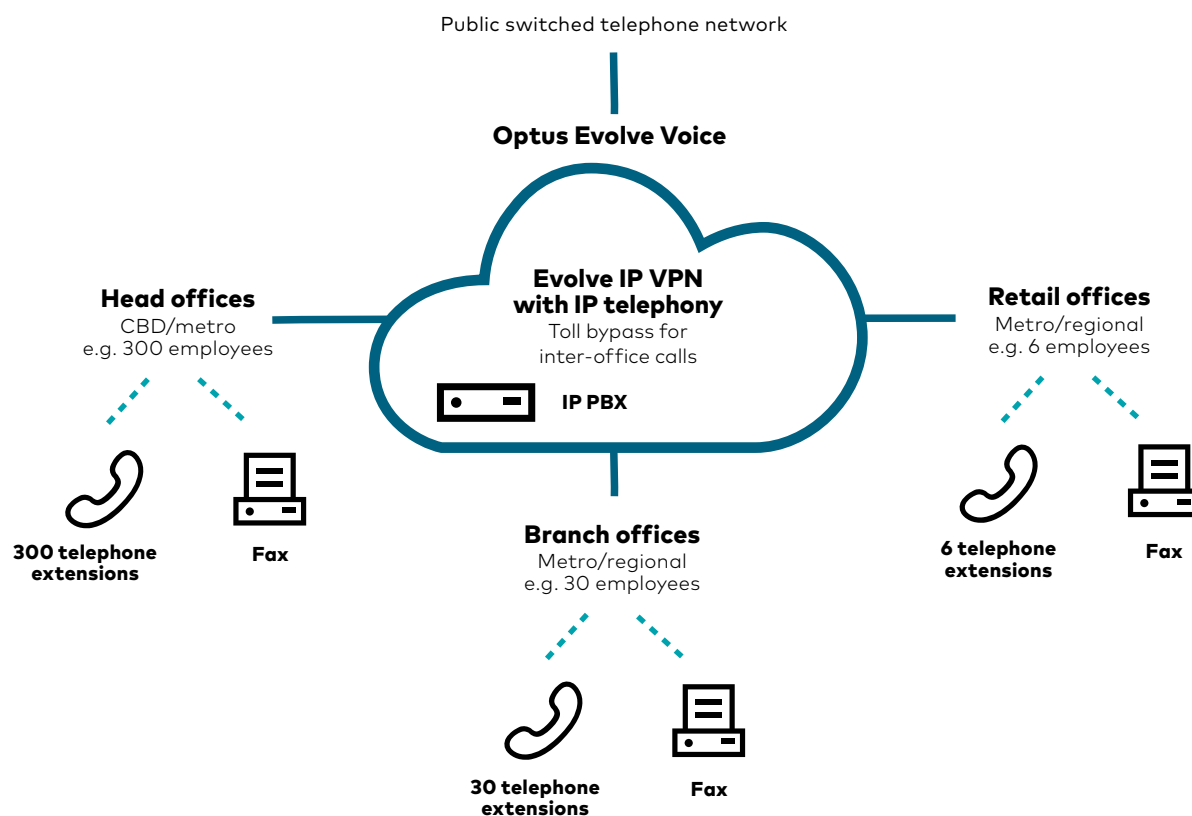
branch, regional and headquarter offices with either digital PBXs or IP PBXs with ISDN interfaces to connect with the PSTN. Optus MultiLine provides primary rate ISDN voice services, with each connection supporting between ten and thirty channels per trunk. A range of call handling features such as hunt groups, emergency diversion and state based numbering are available to help optimise how your business manages both incoming and outgoing calls.

If in the future your organisation chooses to move to IP telephony and IP voice trunking, Optus can provide you with a migration path to Optus Evolve Voice, part of our advanced Optus Evolve communications network.

Optus Business Long Distance

Optus Business Long Distance telephony provides national, fixed to mobile and international calls for locations outside Optus direct connect coverage.

Optus Evolve Voice with IP VPN services



Additional services

Unified Communications as a Service (UCaaS)

With Optus UCaaS you have the latest in communications tools without the hassle. It's a business grade unified communications and collaboration service that provides the simplicity of a hosted solution with the control and flexibility of a premise-based solution.

Optus Bundled Unified Communications Services

Optus Bundled Unified Communications services are simple and flexible solutions that can help maximise productivity and minimise total cost of ownership. These solutions bundle equipment, software, installation, support and carriage components all delivered through a single consolidated solution.

Optus Business Conferencing and Collaboration

Optus conferencing enables you to communicate with your business associates and employees with ease across distances. Whether it's a simple audio conference or a full virtual meeting experience with high definition video, save time and travel with fuss-free conferencing and collaboration solutions from Optus.

Optus Business Messaging

Optus Business Messaging solutions are perfect for reaching out to large audiences. Send personalised faxes and voice messages to hundreds or even thousands of recipients just as easily as sending to one person – to promote events, send updates to your business partners or reminders to your clients.

Optus offers an extensive range of additional services that provide integrated solutions for your business voice communications

Inbound Voice Services

Optus Inbound Voice Solutions provide an easy and effective way for your customers to contact you. Callers can contact your organisation using a single national 13, 1300 or 1800 number at either the cost of a local call or at no charge at all *, and a range of features such as Network Interactive Voice Response and our Inbound Service Management web tool help you to handle calls efficiently and respond to changes in call volumes. * Note: Calls from mobile phones are charged at the consumers applicable mobile rate

Optus Contact Centre as a Service (CCaaS)

CCaaS is a simplified, cost-effective cloud solution that can make things easier for your customers and your IT department without significant capital expenditure. Using advanced multimedia channels, it supports conversations over voice, web, email and social media. CCaaS can be coupled to advanced Workforce Optimisation solutions to build productivity and customer satisfaction outcomes.

Optus On-Demand Contact Centre

With Optus On-demand Contact Centre capability you can easily set up a new contact centre or add extra contact centre resources as and when you need them. All that agents need to connect is a phone and a broadband connection, so you can get started quickly. You can route inbound calls, run outbound campaigns using the automated dialler and deliver a great customer experience while keeping your operations lean and efficient.

Billing and Reporting

A range of billing and reporting services are available to enable easier analysis of your telecommunications spend, including:

Single Bill – combining fixed line, mobile and data charges onto a single bill

Optus Insight Plus – a powerful Web-based reporting tool that provides analysis of call traffic and billing data.

Give us a call

OPTUS

To discuss how Optus can help you through innovative communications solutions, **contact your Optus Account Manager** or call the Optus Business hotline on 1800 555 937

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