Simple, reliable, flexible and scalable business communications

Everything you need to know about
Cloud Collaboration-TIPT

A complete, market-leading cloud collaboration solution

Cloud Collaboration-TIPT is a complete unified communications solution that's simple, flexible, scalable, and highly reliable. It enables you to converge your voice, video and data services into one network, Cloud Collaboration.

TIPT provides a consistent user experience across different compatible connected devices and locations with coverage, while avoiding the cost and complexity of buying, integrating and managing hardware and applications.

Simplicity

Bring your people together more easily and quickly to share information. TIPT helps to deliver a seamless and consistent user experience across multiple devices and locations, while reducing the cost and complications of management.

Scalability and flexibility

It's a customisable and scalable solution with a range of plans, features and end points. Use video to connect with customers and colleagues on compatible devices, take TIPT on the road with the UC-One app where coverage is available, develop apps with the TIPT App Development Environment, or run call centre services.

Reliability

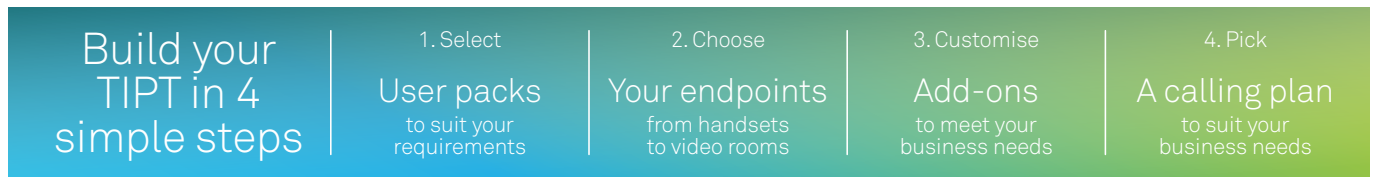You can rely on our networks to ensure performance and reliability.

Drive productivity and innovation

Help enable your staff to be more agile and responsive, adapt to market change faster, and foster new and more flexible ways of working.
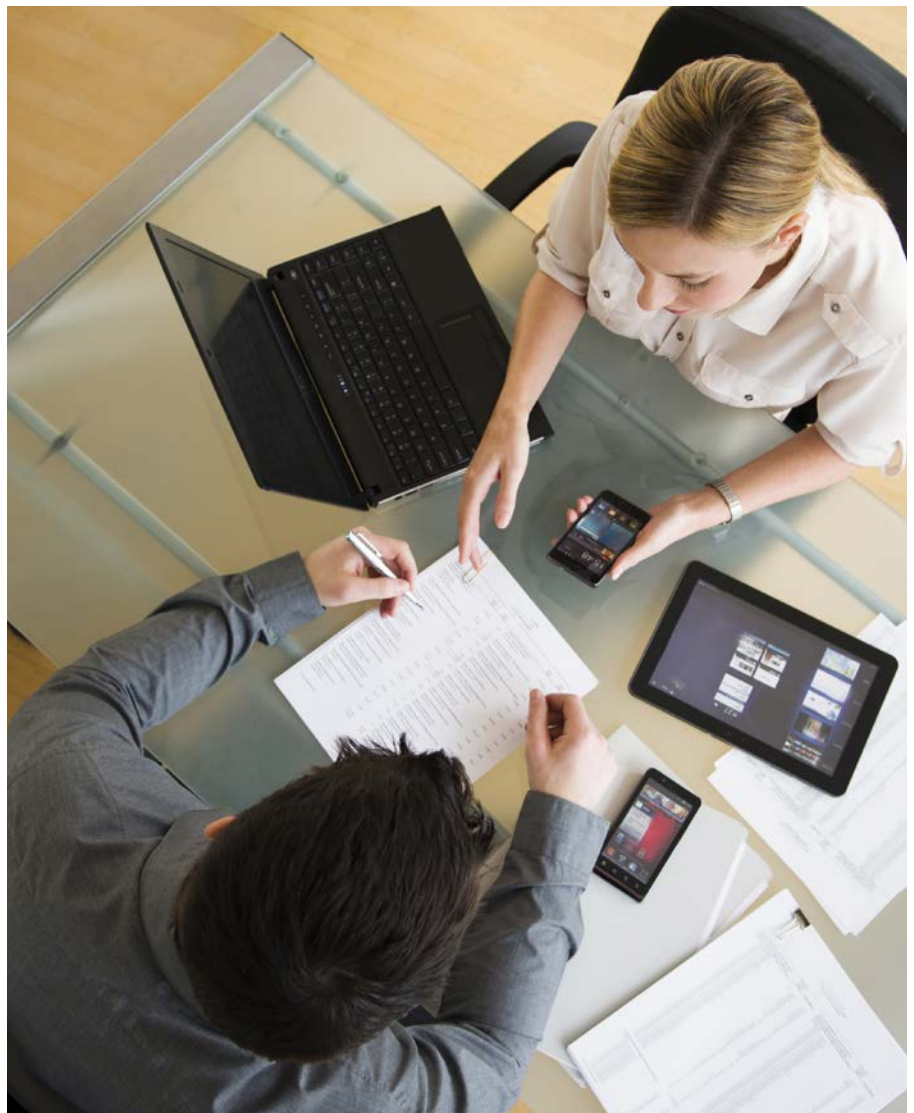
Build your TIPT solution in four easy steps

Cloud Collaboration-TIPT offers a wide range of user packs to help you choose what is appropriate for you. With optional packs it's easy to create a solution that suits your specific needs:

Build your TIPT in 4 simple steps	1. Select **User packs** to suit your requirements	2. Choose **Your endpoints** from handsets to video rooms	3. Customise **Add-ons** to meet your business needs	4. Pick **A calling plan** to suit your business needs

Step 1: Select User Packs

Each pack delivers you a range of features that can be used with compatible audio and video IP handsets. The services have been bundled to suit a variety of usage needs and budgets. Choose the pack that works best for you*:

User Pack Options	Details
Basic User Pack	An entry-level pack that provides simple telephony features to suit most common requirements.
Standard User Pack	This pack is suited to front offices, back offices and branches. It includes the basic services, plus additional features such as voicemail (including voicemail to email), web-based setup for integration with Microsoft® Outlook and Internet Explorer. It also includes UC-One for video calling, instant messaging and presence status across mobile and desktop devices.
Executive User Pack	A comprehensive package of telephony services well suited to your executives, support staff and mobile workers. It includes the standard services plus additional features for Call-routing, TIPT Anywhere (use your TIPT on your mobile device), Simultaneous Ring, 8 way conferencing and Remote Office functions.

* See full list of inclusions at the end of this brochure.

Step 2: Choose your endpoints

You can enhance the experience for your staff by sourcing the latest high quality voice and video handsets through us. Choose from a wide variety of endpoints that are compatible with TIPT, from basic phones, office video phones or fully-featured video conference devices.

Step 3: Add-on options to enhance your TIPT solution

Customise your solution from the range of options available, to best suit your business needs:

Add-on Options	Details
Call Centre	A fully scalable 'virtual call centre' solution for you to quickly set up call centre services, without the expensive investment in equipment, infrastructure and technical support. Queue up to 500 calls, using intelligent routing to send out to your agents.
MiReception	Provide your front-of-house staff with an advanced MiReception thin client that can help them handle a large volume of calls efficiently.
Microsoft Lync™ Integration	You can now have your TIPT service closely integrated with the Microsoft Lync Unified Communications platform, to give your team access to presence and 'click to call' to phone services from their PCs.
Video Meeting Room (VMR)	Enjoy powerful phone features and conduct multi-party video meetings on TIPT endpoints with a single dial in number, or join in from compatible devices.
TIPT Video Bundles	Connect face to face. Set up your video rooms easily with our affordable TIPT Video bundles which come with maintenance and range of accessories.
Real Time Billing	Have access to call and cost details for your incoming or outgoing calls within minutes of hanging up.
Hoteling /hot desking	Support a more flexible workplace by allowing your staff to have the same phone number at any desk.
N-Way Calling	Host up to an 8-way ad hoc audio conference.

There's also, Hunt Groups, Auto Attendants, Pick up Group, Authorization Codes, Music on Hold, Voice Portal, Call Park and Call Pickup features available.

Step 4: Pick an optional calling plan to suit your business needs

TIPT complete calling plans enable you to better manage your variable costs on month-to-month basis to provide you with cost certainty and peace of mind.

User Pack Inclusions TIPT services	Basic	Standard	Executive	Hoteling/Hot Desking
Alternate Numbers			✓	
Anonymous Call		✓	✓	
Automatic Call Back		✓	✓	
Barge-in Exempt			✓	
Call Forwarding Always	✓	✓	✓	
Call Forwarding Busy	✓	✓	✓	
Call Forwarding No Answer	✓	✓	✓	
Call Forwarding Not Reachable	✓	✓	✓	
Call Forwarding Selective			✓	
Call Notify			✓	
Call Return	✓	✓	✓	
Call Transfer	✓	✓	✓	✓
Call Waiting	✓	✓	✓	
Calling Line ID Delivery Blocking	✓	✓	✓	
Customer Originated Trace	✓	✓	✓	✓
Directed Call Pickup			✓	
Directed Call Pickup with Barge-in			✓	
Diversion Inhibitor		✓	✓	
Do Not Disturb		✓	✓	
External Calling Line ID Delivery	✓	✓	✓	✓
Flash Call Hold	✓	✓	✓	✓
Hoteling Guest		✓	✓	
Hoteling Host				✓
Intercept User	✓	✓	✓	✓
Internal Call in Line ID Delivery	✓	✓	✓	✓
Last Number Redial	✓	✓	✓	✓
Microsoft Lync Integration			✓	
Multiple Call Arrangement		✓	✓	
UC-One Mobile		✓	✓	
UC-One Desktop		✓	✓	
UC-One Desktop Sharing		✓	✓	
UC-One Instant Messaging & Presence		✓	✓	

Add-on Options Features availability for the user packs

User services	Basic	Standard	Executive	Hoteling/ Hot Desking
Call Centre Standard	✓	✓	✓	
Call Centre Premium	✓	✓	✓	
Group Conferencing	✓	✓	✓	
MiReception Thin Client		✓	✓	
N-Way Calling	✓	✓		
Remote Office		✓		
TIPT Microsoft Lync™ Integration	✓	✓		
Voice Portal Pack	✓			
Web Attendant Console		✓	✓	
Video Meeting Rooms	✓	✓	✓	✓

About Telstra

We provide network services and solutions to more than 200 of the world's top 500 companies. They rely on us to do business across 240 countries and territories and to enable greater productivity, efficiency and growth.

Our solutions offer the best of all worlds – skilled people and a rich portfolio of services delivered on our world-class Telstra Next IP® network and Next G® network. To ensure reliable performance, they're monitored and maintained from our dedicated centres using advanced management and operational systems. And they're backed by Telstra Enterprise-Grade Customer Service and one of Australia's largest and most qualified field and technical workforce.

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✆ 1300 telstra

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