



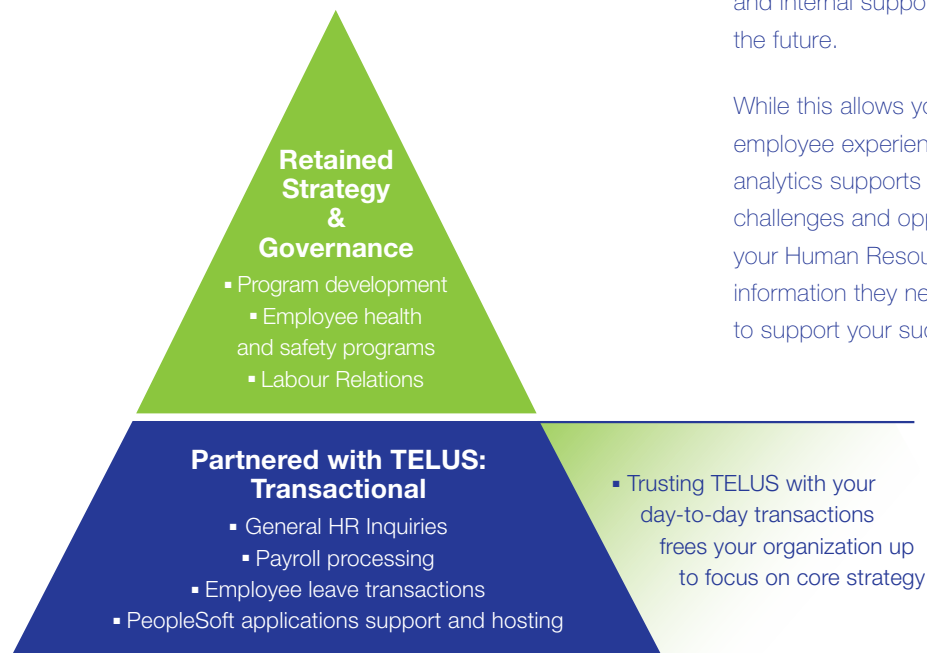
Workforce Contact Centre

The TELUS Workforce Contact Centre solution creates a single point of contact for your employees, freeing up valuable Human Resources talent to focus on HR strategy and support your core business.

We combine state of the art technology with experienced customer service agents to create a flexible solution which meets the unique needs of your organization. Your employees can find answers quickly and easily about:

- Pay
- Benefits
- HR
- HRIS Technology

Stop Focussing on Transactions and Become a Strategic Partner



Providing an Enhanced Customer Experience

By partnering with TELUS, you are able to provide your employees with a single point of contact for inquiries, resulting in reduced wait times and shorter waits for issue resolution. Our world class customer relationship management solutions allow you to build a comprehensive knowledge base for self service and internal support, helping you minimise calls in the future.

While this allows you to offer an unparalleled employee experience, improved reporting and analytics supports the identification of trends, challenges and opportunities. More than ever before, your Human Resources professionals have the information they need to develop effective solutions to support your success.

Providing an Enhanced Customer Experience (cont.)

Introduce a new level of structure and efficiency to the customer support process:

- Take advantage of web-based self service capabilities
- Improved security and privacy
- Our Canadian-based contact centre agents are experienced HR professionals, and uncompromising on customer service excellence

World Class Technology

Telephony

- Standard Automatic Call Distribution (ACD)
- Weighted skills based routing
- Outbound standard calling
- IVR Self Serve (General Information)
- Historical Reporting
- Remote agent capability
- Web Chat

Customer Relationship Management

- Tracks each client interaction (phone, email) as a ticket which can be assigned between groups so the entire workflow is captured
- Maintains an ongoing record of customer contacts, providing a complete client history
- Provides reporting capabilities that allow us to analyze processes and engage opportunities
- Allows for self-service options where end users have web access to a knowledgebase and online ticket submission form
- Documents the history of unresolved issues

A Cost Effective Call Centre Solution

Our Workforce Contact Centre solution generates a wealth of knowledge on your organization with the added benefit of saving money.

- Document the trends in your organization, improve business intelligence and analytics
- Delivery as a Software as a Service (SaaS) reduces the organization's capital investment and maintenance of a contact centre solution. Leverage best in class technologies at a fraction of the cost to own
 - Up to 25% reduction in Setup costs vs. creating your own Contact Centre
 - Reduced overhead Operational costs compared to setting up your own Contact Centre

Put down the phone today, become a better strategic partner and create an improved experience for your employees.

For more information about TELUS Workforce Contact Centre, HRBPO, or Talent Management Solutions visit us at telussourcingsolutions.com



We believe in spirited teamwork.

