



GET MAXIMUM VALUE

WITH OPTUS YELLO

Premier Cloud Communications

Yello® is the ideal solution for businesses looking to boost their productivity while saving time and money. With Yello®, users can access a comprehensive suite of communications and collaboration services to streamline operations. Yello's powerful scalability, strong security, and easy-to-implement setup make it the perfect choice for any branch or team ready to maximize its potential.

Use Cases

- Scale quickly and easily, save on infrastructure, and work with a trusted partner
- Maximize uptime, manage anywhere, boost efficiencies, and save money
- Upgrade your business phone system and get powerful capabilities
- Run your business communications at full speed, even in the event of a disaster



CASE STUDY

SEAMLESS INTEGRATIONS LEAD TO LONG-LASTING CUSTOMER SATISFACTION

Challenge

As the largest car rental company in the United States, it's important to maintain an exceptional customer experience through maximum uptime, anywhere-anytime service, and efficient communication channels. Group 56 in Tennessee needed to transform its digital communications, empower employees to do their best work, and ultimately improve the overall customer experience.

Solution

Optus Yello® Unified Communications Solution
Optus Help Desk Services

Results

Group 56 in Tennessee averages 29,000 calls per week. On its previous telephony solution, customer calls went unanswered 24% of the time and received a busy signal 10% of the time. After migrating to Optus Yello®, the group was able to reduce those percentages by 20% and 9%, respectively.

Optus Yello® provided Group 56 with increased productivity, improved efficiency, and enhanced customer connections—all while providing employees with the tools they need to do their jobs. To meet Group 56's heavy call volume, the team required a flexible, unified communications experience as well as seamless integration into its existing systems. With Optus, Group 56 was able to strategically build internal and external communications workflows that met its needs and integrated with existing applications, gathering all of the relevant customer data into one single view—all in service of creating exceptional experiences for both customers and employees.