

AI for TELUS Business Connect®

Intelligent AI solutions for every business

AI is integrated throughout the TELUS Business Connect platform, enhancing calls, messages and meetings, and providing intelligent features to save time and boost productivity.



AI Assistant

The TELUS Business Connect AI Assistant helps you work smarter with features like:

- **Real-time note-taking:** transcribes calls and summarizes key details¹
- **Smart composer:** drafts professional follow-up texts with order details¹
- **Real-time translation assistance:** helps reduce language barriers in messages¹



AI Receptionist

The AI Receptionist is an AI-powered virtual agent integrated into TELUS Business Connect, designed to manage incoming calls and inquiries for your business:¹

- **Continuous availability:** designed to support answering common questions and capturing leads around the clock³
- **Intelligent appointment scheduling and SMS:** enables scheduling and helps reduce no-shows
- **Smart call routing:** routes calls to the right team member, helping to reduce wait times



AI Chat

Web chat adds real-time messaging to your website, engaging visitors with AI-assisted support:

- **Proactive engagement:** helps reduce cart abandonment and guides customers through their purchase journey
- **Real-time customer support:** helps improve first-contact resolution and agent productivity¹
- **Enhanced experience:** creates personalized interactions and gathers feedback



AI Insights

AI Insights helps teams work smarter with data-backed intelligence through:

- **Performance insights:** real-time dashboards track team performance¹
- **Communication quality:** monitors consistency across team interactions
- **Less manual tasks:** helps reduce manual data entry by automatically syncing notes to compatible customer relationship management (CRM) systems²



AI Contact Centre

Unifies customer experience with integrated omnichannel communication and AI-powered agent guidance:

- **Smart routing and insights:** matches customers to the best-suited agents and provides real-time insights from live transcription and summaries¹
- **Omnichannel integration:** connect with customers across 20+ digital channels⁴
- **Improve agent performance:** helps agents find information and identifies coaching opportunities

Ready to work smarter with AI?

Learn more at telus.com/BusinessConnect

1. Content generated by artificial intelligence may contain errors, inaccuracies or incomplete information. AI-generated responses should be used for general informational purposes only. Users are advised to independently verify any critical information. Use of AI-generated material is at customer's own discretion and risk. 2. CRM integration requires compatible systems and is not supported for all platforms. Verify compatibility before enabling integration. Always review AI-generated summaries and data for accuracy before syncing to your CRM system, as you are responsible for the quality of synced information. 3. Service availability and performance may vary, and TELUS cannot guarantee uninterrupted service. Service may be unavailable due to network conditions, scheduled or emergency maintenance, technical issues, or other factors within or outside TELUS' control. 4. Supported channels may change without notice. Integration features and performance vary by platform. For details, contact your TELUS sales representative.