

Elevate Your Institution: Transforming Education Through Technology

Headline: Unlocking the Future: EdTech for Your Institution

Zoom is empowering educators and learners with an AI-driven platform that unlocks new possibilities for teaching, learning, and connecting, leading to more engaging and effective educational experiences.

(Image for student and teach using technology)

(Downloadable PDF Button)

Slogon: Unlocking Potential: AI & Cloud in Education

Our platform Bundle for education

Zoom Workplace Solutions	Zoom Contact Centre Solution	Connectivity – NBN / Mobile/SIP Trunks
Zoom Workplace is a comprehensive platform designed to enhance team collaboration and productivity. It combines the power of Zoom's core communication tools, including Meetings, Chat, Phone, and Whiteboard, with innovative features to streamline workflows and improve employee engagement.	Zoom Contact Center is an AI-powered cloud solution that enhances customer experiences by offering omnichannel communication, intelligent routing, a virtual agent, workforce management tools, robust analytics, and seamless integrations.	Bundle your other services with our ultrafast internet HelloBiz – Mobile Bundle up your mobile plan with our complete bundles to capture your calls from your mobile services into HelloBiz - Insight
Learn more: https://d5.checkmysite.live/zoom-workplace-solutions/	Learn more: https://d5.checkmysite.live/Zoom-ContactCentreSolution/	Learn more: https://d5.checkmysite.live/Connectivity/
Addon		

Our Services:

Our Services

PST-Group provides professional services in implementation, Support, and customer success. Through our partnership with our vendors, we ensure exceptional support for our customers.



UCaaS Implementation Specialists

Our specialist UCaaS implementation team delivers tailored, cloud-based communication solutions that seamlessly integrate voice, video, messaging, and collaboration tools to enhance your organization's connectivity and productivity.

[Learn More](#)



Customer Success Services

Our dedicated Customer Success team is committed to ensuring your satisfaction and maximizing the value of your investment. We offer proactive support, ongoing training, performance monitoring, and personalized assistance to help you achieve your business goals.

[Learn More](#)



CCaaS Implementation Specialists

Our expert CCaaS (Contact Center as a Service) implementation team provides customized, cloud-based solutions that optimize customer support operations, ensuring seamless integration and enhanced scalability for your contact center needs.

[Learn More](#)



Platform Integration Specialists

Our Platform Integration Specialists deliver seamless integration into best-of-breed Platform systems, ensuring smooth data flow and enhanced functionality to optimize your customer relationship management and business processes.

[Learn More](#)

Zoom Workplace for Education (need a more info button)

Zoom Workplace for Education is a unified communication and collaboration platform designed for schools and universities. It combines video conferencing, chat, phone, webinars, and other tools to improve communication and collaboration among faculty, staff, and students.

Key Products And Features Of Zoom Workplace

Zoom Meetings	^
High-quality video conferencing with features like screen sharing, recording, and virtual backgrounds.	
Zoom Chat	v
Zoom Rooms	v
Zoom Webinars	v
Zoom Apps	v



Zoom Contact Centre for Education: (need a more info button)

Zoom Contact Center for Education is a cloud-based customer service platform designed to help educational institutions improve communication with students, parents, and other stakeholders. It offers features like omnichannel communication (phone, chat, email, SMS), call routing, IVR, and reporting, enabling efficient and personalized support.

It offers a range of features, including:

- **Omnichannel Communication:** Supports various channels like voice, video, chat, SMS, and email, enabling seamless communication with students, parents, and faculty.
- **AI-Powered Routing:** Intelligently directs inquiries to the appropriate department (e.g., admissions, financial aid, IT support) or individual (e.g., counsellor, professor) based on the nature of the request.
- **Virtual Agent:** An AI-powered chatbot can answer frequently asked questions (FAQs), provide basic information (e.g., campus hours, course schedules), and assist with simple tasks, freeing up human agents for more complex issues.
- **Workforce Engagement Management:** Tools to monitor and schedule staff (e.g., admissions officers, IT support staff) effectively, ensuring timely responses and optimal resource utilization.
- **Analytics & Reporting:** Provides valuable insights into student and parent interactions, identifies areas for improvement in communication and service delivery, and helps track key metrics like response times and satisfaction levels.
- **Integrations:** Seamlessly integrates with student information systems (SIS), learning management systems (LMS), and other educational platforms.

Key Benefits for Education:

- **Improved Student and Parent Satisfaction:** Reduced wait times, faster resolution times, and personalized support lead to increased satisfaction and a more positive overall experience.
- **Enhanced Operational Efficiency:** Streamlines communication processes, improves staff productivity, and optimizes resource allocation within the institution.
- **Increased Accessibility:** Provides convenient and accessible communication channels for students and parents, regardless of their location or preferred method of contact.
- **Data-Driven Decision Making:** Provides valuable data and insights that can be used to improve communication strategies, identify areas for improvement in student services, and enhance the overall student experience.

Ideal for:

- Educational institutions of all sizes seeking to modernize their communication and support services.
- Schools and universities looking to improve student and parent satisfaction and build stronger relationships.
- Institutions that want to increase operational efficiency and reduce administrative burdens.

HelloBiz – Connectivity (NBN/Mobile/SIP) (need a more info button)

Do same layout but get info

Our Products

Connectivity Products

PST-Group offers a comprehensive suite of connectivity solutions tailored to meet the diverse needs of both residential and business customers. For home and business users, we provide reliable NBN/internet services, ensuring high-speed connectivity for seamless online experiences. Additionally, we offer a range of mobile plans and data services from leading providers like Mobile Cellar, empowering you to stay connected on-the-go. For businesses seeking to optimize their telecommunications costs, our VoIP SIP Trunk services allow you to bring your own carrier, providing flexibility and cost-efficiency.

NBN Services	^
Leverage high-speed NBN connectivity to optimize your business communications with our advanced UCaaS and CCaaS solutions.	
Mobile Cellar / Data	▼
VOIP SIP Trunk Services	▼