

BT SmartNumbers for flexible working

Keeping your business in touch

Location independent voice services for hot deskers, home workers and people on the move with built in business continuity.

Reduce costs

Flexible working reduces office overheads, travelling costs and even benefits the environment. Companies are discovering that home working especially improves staff retention, reduces recruitment and training costs, and keeps other staff overheads to a minimum. BT SmartNumbers provides the business class voice services from the network and requires no new equipment – ensuring a fast time to benefit. The service is available on BT OneBill for clarity and control over billing.

Improve collaboration

Subscribe to BT SmartNumbers for flexible working and you open up a new world of collaboration. Virtual teams can collaborate across the country and across the world with greater efficiency than is possible using traditional communications services. Powerful real-time presence and unified communications services can also break down old barriers between staff, suppliers and customers.

Ensure compliance with new legislation

Whether it's for compliance with the 2003 Employment Act, or to achieve corporate policy around work/life balance, organisations are rapidly adopting home working and other flexible working practices to reduce costs and increase loyalty.

Service management and reporting

BT SmartNumbers service users can manage and fine tune the service from any location and without the need for any special equipment. Service reporting is provided to each user through online monitoring screens and to managers through comprehensive management information (MI) reports.

BT SmartNumbers next generation voice services provide Flexible Working, Virtual Contact Centre and Business Continuity managed solutions across any combination of fixed, mobile or IP networks*.

*PBX, PSTN, Mobile, Featurenet, Hosted Voice and VoIP networks



Choose the service or services that best match your business needs. Whatever you choose, you can upgrade as your business expands.

SmartNumbers Lite

Personalised voice services for hot deskers and flexible workers

SmartNumbers Lite enables flexible workers to personalise their voice and messaging services over the web or over the phone. Staff can hot desk at any location with complete control over how they receive personal and team calls. The integrated directory provides powerful collaboration tools with presence and unified communication of calls, SMS, voice and fax.

SmartNumbers Standard

Personalised voice services for customer focused flexible workers

SmartNumbers Standard extends the services provided in SmartNumbers Lite with advanced customer service functions such as screen popping and click dialling of CRM records and rich CTI integration directly into business applications enabling flexible workers to provide the same high level of customer care even when working remotely.

SmartNumbers Virtual Teams

A virtual hunt group for flexible workers with built in team messaging

The Virtual Team service distributes calls to teams of agents, specialists or counsellors spread across multiple offices, on the move or at home. The service includes team voice mail and team fax for efficient management of large numbers of messages that can be shared across the team as well as reports on answering quality to help managers achieve high levels of customer care.

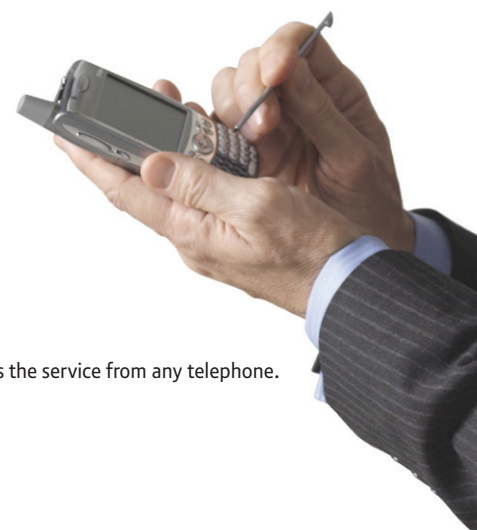
Offices worldwide

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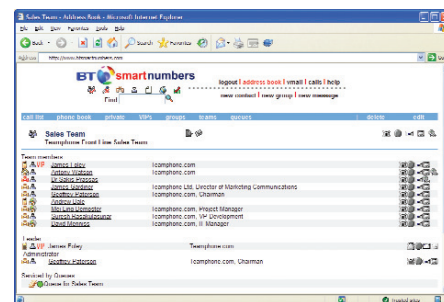
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Access the service from any telephone.



Manage all aspects of your flexible working environment through a simple web-browser application or telephone handset.



Team view shows the presence and availability of the whole team

To learn more about
BT SmartNumbers
call the help desk on:
020 3162 3030

or go to:
www.btsmartnumbers.com