

BT SmartNumbers

responsive communications for responsive forces

Simple to use location independent voice services
for effective communications

Improving contactability for Neighbourhood Policing

To support the current Neighbourhood Policing initiative, many forces provide their officers with mobile phones and issue these numbers to members of the public to contact them on community related issues. This can cause several significant operational issues; officers either have to physically handover the mobile phone from one shift to the next or the force has to publicise several numbers.

This can lead to confusion with the public not sure as to which number to use at what time, with the additional risk of phoning a officer off duty and having to leave a message or redial another number, all of which are less than satisfactory in terms of effective community engagement.

Add to this poor mobile coverage in some areas, changing mobile phone numbers and the limited facility to log calls or capture detailed management information and you've got a situation where not only are you providing the public with a less than ideal service. This also makes it difficult to measure team responsiveness and provide centralized support.

BT SmartNumbers provide the solution

With BT SmartNumbers, you will give members of the public just one number to dial for each individual Neighbourhood Team. The service is configured to connect calls to the officer best equipped to deal with their situation. SmartNumbers has the intelligence to manage the flow of calls to the team, logging officers in and out as appropriate, whilst also providing the officer the ability to override these settings when circumstance dictate a different response. The service can also deliver calls to any telephone in any location, which always ensure calls get through, even in areas where there is no mobile coverage.

There's no need for officers to hand over their mobile phones to colleagues when their shifts end, and no need to give out their mobile numbers to the public. In addition, all call data is captured, providing management information on how calls are being answered and responded to – even if answered on a mobile phone.

Simple to implement

BT SmartNumbers provides the simple to use flexible voice services from the network and requires no new equipment to be installed – guaranteeing a fast time to benefit. A complete management wrap includes provisioning and help desk support, to make sure that officers are supported appropriately.

Built-in business continuity for voice

Should officers be denied safe access to an office, BT SmartNumbers makes certain that all calls can seamlessly continue to be answered as normal.

In the event of an emergency or disaster, officers use the same familiar service and can log in from any location using any handset. A message broadcast facility also provides a capability to distribute voice messages to individuals or teams whatever their locations.



BT SmartNumbers for flexible individual and team services

Simple to use location independent voice services for effective communications even during a crisis

BT SmartNumbers Standard

Voice Services with built in business continuity

BT SmartNumbers Standard is a Single Number service which includes Voicemail and Fax to email support with SMS alerts. The Single Number service delivers calls to a subscriber's specified location anywhere in the UK or abroad. During any emergency or when denied safe access to their office, staff can log on from any telephone and have their calls delivered to their current location. The service also delivers powerful directory and presence services accessed and controlled through the web.

BT SmartNumbers Standard subscribers can belong to a Team or multiple Teams and can quickly change their availability to receive Team calls.

BT SmartNumbers Team

Voice service for teams, wherever the team are with built in business continuity.

Day to day the BT SmartNumbers Team service queues and distributes incoming calls made to the current location of available team members - anywhere in the UK or abroad. The service includes a Team Number and Team Voicemail, for the efficient management of large numbers of messages shared across the team. Reports on call answering quality are also available to help managers achieve high levels of customer responsiveness.

During an emergency the service comes into its own. Delivered from the network the service is unaffected by disruption to local telephony or infrastructure problems, ensuring that calls continue to be distributed to staff at other locations. The message broadcast, voice notice board and announcement capabilities provide an effective "warn and inform" service for SmartNumbers subscribers. And, if call volumes exceed team handling capacity new members can be easily added or calls can overflow to other teams.

Offices worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

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To learn more about BT SmartNumbers please call the Sales Team on: **020 3162 3030**

or go to: www.btsmartnumbers.com

BT SmartNumbers Standard Features

Single Number

The Single Number service is an application that delivers calls to the subscriber's current location anywhere in the UK or abroad.

The Single Number service intelligently delivers unanswered calls to voicemail, an individual delegate or team (if one is specified). Subscribers can personalise their voice and message services, change their current location and availability, manage their voicemails and service settings quick and easily from any touch-tone telephone.

The Single Number service comes with the following features:

- Call Routing (Desk, Mobile, Home, Temp Location)
- Call Availability (Receive Calls, Voicemail, Delegate)
- Call Introduction
- Caller Display
- Missed and Delegated Call alerts
- Class of Service (Hot Desker, Executive, Unrestricted)
- Call Barring
- Accessible from the PSTN and mobile networks

Subscriber Management

- Access and management via a touch tone telephone (dial Mailbox Number and press '#' to login)
- The password is a 6-digit number allocated when the Service is received and changeable by the subscriber

Visual Services

- Integrates the phone with web-based tools visual call-control and management
- Integrated contact directory with click-to-dial
- Visual announcement of incoming or waiting calls
- On-screen management of voicemail, missed calls, and other call information.

Management Information Reports

- Rich management information showing how calls were handled by the team including time to answer, calls diverted to voicemail.
- Benchmark against best practices in customer service
- Track the service experience of your most important callers
- Reports can be delivered in real-time or weekly as required

Voicemail

The BT SmartNumbers Standard Voicemail service is an application that allows callers to leave a voice message. Unanswered calls are automatically diverted to Voicemail. The Voicemail service also receives voice messages when a subscriber specifies that calls should divert to Voicemail either on no reply or when the line is busy or always on.

Callers can be given the option to press '0' to reach a colleague (a named delegate or team) or leave a voice mail.

Subscribers can listen to, and manage, their voice messages by dialling their Mailbox Number and accessing their Subscriber Management menu.

The Voice Mail service comes with the following features:

- Message handling (listen to next, previous, rewind, fast forward, date/time information, save and delete messages)
- Forward/Copy messages to another mailbox with or without annotation
- Call back
- Message Alerts by calling current location, Message Waiting Indicator (where supported)
- Unique follow me message waiting feature (via Single Number service)
- Temporary and permanent voicemail greetings
- Extended absence greeting may be set to advise callers of the reason for absence ie posting, gap or detachment but prevents a message being left
- Caller breakout to an individual delegate or team by pressing '0'
- Reply to message sender via voicemail
- Single Mailbox (for work, mobile and home)
- Management Information reports (including total messages received, new messages, read messages, saved messages, sender's CLI)
- No maximum limit imposed on the length of each voice message
- Unlimited Mailbox size (limited only by disk size)
- No limit on how long saved messages are stored

Built-in Business Continuity

- Enables subscribers to continue to use the service from any location - even if they are denied safe access to the office
- Calls always get through to subscribers or a member of their teams
- No change in callers experience even in times of emergency

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BT SmartNumbers Team Features

Team Number

The Team Number service operates in conjunction with BT SmartNumbers Standard to distribute incoming calls made to the Team Number to the current location of available team members anywhere in the UK or abroad.

The Team Number service can be configured to distribute inbound calls in various ways to tailor to the customer's call flow requirements. The Team Number, which callers dial to contact a particular team, is provided with the service. Subscribers can request additional telephone numbers for the same service.

The Team Number service also intelligently diverts unanswered calls to Team Voicemail. Team members can listen to, and manage, their voice messages by dialling the Team Mailbox Number and accessing the management menu.

Team Voicemail

The BT SmartNumbers Team Voicemail service is an application that allows callers to leave a voice message for the Team. Unanswered calls to the team are automatically diverted to Team Voicemail.

Subscribers can listen to, and manage, the Team voice messages by dialling the Team Mailbox Number.

The Voice Mail service comes with the following features:

- Message handling (listen to next, previous, rewind, fast forward, date/time information, save and delete messages)
- Forward/Copy messages to another mailbox with or without annotation
- Call back
- Caller breakout to an individual delegate or team by pressing '0'
- Reply to message sender
- Management Information reports (including total messages received, new messages, read messages, saved messages, sender's CLI)
- No maximum limit imposed on the length of each voice message.
- Unlimited Mailbox size (limited only by disk size)
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'Warn and inform' staff

During a disruptive event the services "warn and inform" capabilities may be used. These comprise the following:

Voice Message Broadcast

- Messages may be broadcast to individuals or groups of SmartNumbers subscribers from any handset or from the web
- Subscribers can Forward/Copy messages to another mailbox with or without annotation
- Immediate call back

Voice Notice Board Service

- A dial-in number for staff to call for updates to emergency and other instructions
- Administrators can update the message from any handset

Voice Announcement Service

- A simple announcement service for callers who may be requesting the same information over and over again
- Administrators can update the message from any handset

Group SMS

- Subscribers can send SMS messages to individuals or teams from the web

Management Information Reports

- Rich management information showing how calls were handled by the team including time to answer, calls diverted to voicemail.
- Benchmark against best practices in customer service
- Track the service experience of your most important callers
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