

BT SmartNumbers

voice communication for Agile Organisations

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

Staying in touch

In order for your organisation to maintain operational effectiveness during a disruptive event, or crisis, it is vital for you staff to have access to resilient and flexible voice services. BT SmartNumbers introduce the greatest flexibility for individuals and teams to work together and stay in touch. Whether working from the normal place of work, a remote site, at home or on the move, it's critical that effective communications are always maintained.

Simple to use and increased manageability

BT SmartNumbers provides the simple to use flexible voice services from the network and requires no new equipment – ensuring a fast time to benefit. The service is supported by powerful monitoring and reporting services to measure and manage in order to ensure the efficiency and productivity of staff wherever they are.

Improve collaboration

With BT SmartNumbers, Virtual Teams can collaborate across the country and across the world with greater efficiency than is possible using traditional communications services. Whether through simple delegation of calls to a team member, or through the powerful unified communications and presence services that break down the barriers between traditional telephony and the converged communications world, BT SmartNumbers improve collaboration.

Built-in business continuity for voice

Should staff be denied safe access to an office, BT SmartNumbers ensures that all calls can seamlessly continue to be handled as normal.

In the event of an emergency or disaster, subscribers use the same familiar service and can log in from any location using any handset and manage the service and their voice messages.

BT SmartNumbers next generation voice services provide flexible voice services and voicemail for individuals and team working. As a managed solution with built-in business continuity, SmartNumbers operates across any combination of fixed or mobile networks.



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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Built-in Business Continuity

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