



Bringing it all together

BT SmartNumbers for relationship managers

Personalised voice services for extreme customer service



A SmartNumber with built-in voice continuity that follows you wherever you are, allowing you to stay in touch by landline, mobile or BlackBerry and work with virtual teams to deliver service excellence

service from any location – from your home telephone, your mobile or your BlackBerry handset – and take calls from your customers. Alternatively your calls can be routed automatically to other colleagues or a backup service centre in the event of disruption. Voice services continue seamlessly, so your customers can call the usual number and get the same service they have come to expect.

The BT SmartNumbers service resides in the network which is fully resilient against failure both at a branch and local telephone exchange level. There is unlimited capacity for storage so voicemail can be archived indefinitely and retrieved if you need it.

Why BT SmartNumbers?

BT SmartNumbers uses the latest in voice and internet technology and can be up and running in days. It can be delivered across any combination of network, including legacy, VoIP, mobile and BT Hosted Voice.

As it is a fully-managed service there is no initial outlay on new hardware, software or networks and it is fully scalable with a range of à la carte services so that it can grow with your business.

BT SmartNumbers for relationship managers

Features at a glance

A single point of contact

- A single geographic or non-geographic number routes calls to relationship managers and support staff whether they are at their desk, on their mobile, at home, or hot-desking
- With just one number to call, there's no need for multiple points of contact for clients – their call will always be handled in person
- The service can be controlled using a telephone handset or through the web where appropriate
- Duet service calls mobile and other locations simultaneously for added convenience
- The service is accessible from BlackBerry handsets
- Built-in presence means you can check your teams' and colleagues' location and availability even when working remotely

VIP callers

- Specific callers can be designated as VIP to ensure they receive the highest priority call-handling
- Less important calls can be handled by support staff or a service centre where appropriate

Virtual teams

- Staff can be organised into virtual teams and skill groups to handle calls from important clients
- Teams can be set up and managed online and their availability and location can be monitored in real time

Call whispering

- The service centre can be notified if a call is made directly by a customer, or was transferred from a branch

Voicemail

- Business class voicemail for when the call cannot be answered in person
- Callers are always given the option to 'press 0' to break out of voicemail and speak to another team member
- Provides unified messaging to route voicemail to email and copy messages to assistants for more effective handling of customer calls
- Provides unlimited storage and archiving capacity for messages



Access the service from any telephone

Faxmail

- Built in fax-to-email service ensures inbound faxes are delivered by email
- Enables creation of an archive directory of all faxes
- Faxes can be easily forwarded to colleagues

Application integration

- Easily integrated with customer service applications
- Provides screen and script popping for customer records
- Enables dial out from contact records
- Works with Siebel, Salesforce and other web-based CRM applications

Alerts

- Gives immediate notification of any missed calls
- Sends alerts through SMS or email
- Shows who called, and which colleague took the call
- One-click call back to either party

Reports

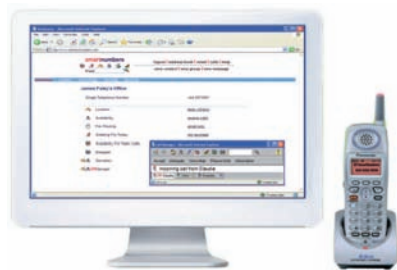
- Presents detailed information on calls to show how they were handled
- Can be benchmarked against best practices in customer service
- Allows you to track the service experience of your most important clients
- Reports can be delivered in real time or weekly as required

Business continuity

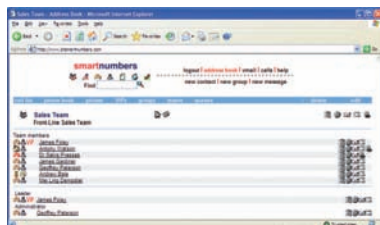
- Relationship managers can continue to make and receive customer calls from any location – even if they are denied access to their branch
- Callers always get through to their relationship managers or service teams
- Seamless service continues in the event of a crisis, so your revenue and reputation remain unaffected

Fast time to service

- You do not need to install any new hardware, software or networks
- The service works across all telephone systems – analogue, digital and VoIP
- Can be up and running in days
- BT SmartNumbers can be included in your BT OneBill



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



Team view shows the presence and availability of the whole team

Offices worldwide

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To learn more about BT SmartNumbers
call the help desk on **020 3162 3030**
or go to www.btsmartnumbers.com

