

BT SmartNumbers for virtual contact centres

Keeping your business in demand

A Virtual Contact Centre service that distributes calls across multiple office, mobile and home-based agents with built-in business continuity.



Improve customer service

Bringing in home-based agents or agents from remote offices during peak periods, can instantly bolster headcount when needed – enhancing customer service and dramatically improving first call resolution. And it can all be achieved with a few simple mouse clicks.

Reduce costs

Virtual Contact Centres reduce office overheads, travelling costs and even benefit the environment. Empowering staff to work at home reduces agent churn and keeps staff recruitment costs to a minimum. And as an 'on demand' service with no equipment costs, you simply pay as you grow. The service is available on BT OneBill for clarity and control over billing.

Fast time to service

BT SmartNumbers is embedded in the BT network, so you need no new hardware or software. Agents, specialists and counsellors can log in at any office, mobile or at home and immediately be included in their skill groups. You get fast time to benefit and a service with built in business continuity across multiple office, mobile and home based agents.

Service management and reporting

Contact centre administrators can manage and fine tune the BT SmartNumbers service from any location and without the need for any special equipment. Service reporting is provided to administrators and managers through on-line monitoring screens and 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*.

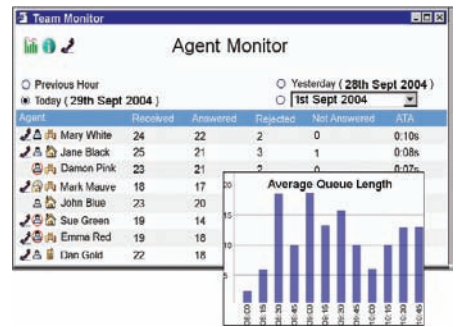
*PBX, PSTN, Mobile, Featurenet, Hosted Voice and VoIP networks

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

SmartNumbers Virtual Queue

Virtual ACD that queue calls for agents

The Virtual Queue provides contact centre services that will answer and distribute calls across multiple sites or home workers. IVR and ACD can be designed with comfort prompts, routing to teams with specific skills, timetables, messaging and overflow to additional teams.

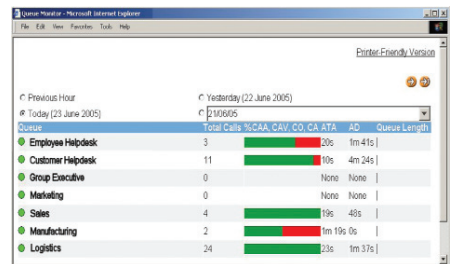


Individual agent performance can be measured in real – time.

SmartNumbers Administration

Service administration of Virtual Queues

SmartNumbers Administration services enable contact centre and service managers to configure and monitor Virtual Queue services. They can monitor Virtual Queues with real time web-based wallboards showing call levels and service levels for each service. The wallboards also enable managers to drill down to individual agent performance.



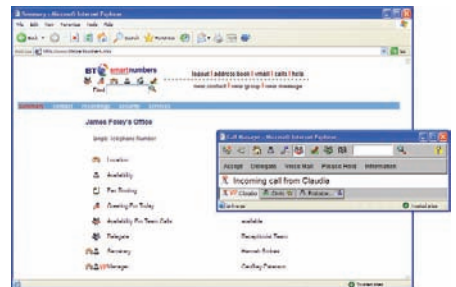
Full visibility with Virtual Wallboards for managing multiple teams.

SmartNumbers Agent

An advanced agent service

SmartNumbers Agent provides agents with the ability to log in and log out of Virtual Queues over the telephone as well as at any web terminal. SmartNumbers Agent has additional capabilities with powerful CTI integration to pop screens from CRM applications and click dial services.

Optionally the agent can also be provided with a virtual personal DDI, voice mail and fax mail.



Call Manager with CRM integration.

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
call the help desk on:
020 3162 3030

or go to:
www.btsmartnumbers.com

