

# BT SmartNumbers Voicemail

## Unified Communications for the Enterprise

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A next generation business messaging service

### Increase Productivity

Unified communications is the key to personal productivity, with the integration of email, voicemail and fax an essential requirement for business. Visual voicemail takes this to the next stage by providing a web portal for tracking messages. It enables the user to listen to or manage messages then decide on the appropriate action; click-to-call the message sender; send a SMS or an email. Integration with Outlook and other email packages ensures that messages can be filed within a single repository.

### Improve Customer Service

Because business callers often prefer to speak to a person rather than leave a message, callers always have the option to 'Press 0' and have their call transferred to a predefined individual or team. In this way urgent calls never get "lost" and the caller avoids becoming frustrated, improving customer service and responsiveness.

### Reduce Cost

Whether through the consolidation of multiple internal voicemail systems, or the convergence of internal and mobile voicemail services, a single common messaging service simplifies management and system administration and reduces cost. Individuals benefit through improved efficiency with all their messages being delivered to a single repository.

### Business Class

Business users expect far more from their voicemail service. BT SmartNumbers delivers business users with unlimited capacity, enabling messages be stored to meet all regulatory compliance requirements. Rich reporting services provide information to managers on how messages are being handled, and how greetings are being maintained to ensure compliance to best practices.

### Convergence Ready

Through the consolidation of an organisations messaging needs into a single service that can be accessed via the phone or from the desktop, convergence can start today. As organisations consider the next steps on their convergence journey, they can rest assured in the knowledge that BT SmartNumbers transcends any legacy, mobile or VoIP estates. Organisations can now unify their communication across the enterprise, no matter what the underlying networks are today, or may be tomorrow.

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



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### Key features

#### Visual Voicemail

- Web portal for viewing, retrieving and listening to messages
- One-click call-back to message sender
- Manage and archive messages from the web

#### Unified Communications

- Integration with Outlook and other email systems
- Messages tagged to enable inbox rules
- Messages can be automatically filed or actioned as required

#### Faxmail (SmartNumbers Messaging only)

- Diverts incoming faxes to an email address
- Converts faxes for easy reading on screen or hardcopy printing
- Allows for archive directory of all faxes to be created

#### Team Working

- Simple team management through web portal
- Caller can 'Press 0' to connect to delegates, teams or reception desk
- SMS alerts show how calls were handled and by whom
- One-click message broadcast to individuals, teams or entire company
- Forward voice messages with or without annotation

#### Alerts

- Ensure that important messages are never missed
- Options for alerts through email and SMS
- Message Waiting Light on handset where available

#### Greetings

- Supports permanent, daily or absence greetings
- Permanent greetings remain until changed by users
- Daily greeting automatically expire at midnight

#### Business-class capacity

- Substantial capacity for business messages
- Up to 1GByte per user for message storage
- No limit on how long saved messages are stored

#### Announcement Service

- Offers an 'announcement only' greeting with no opportunity to leave a message
- Management information on how often messages are played

#### Trusted Locations

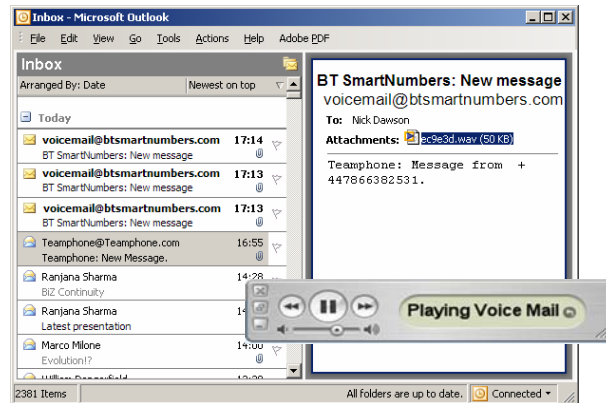
- Connect directly to voicemail service without needing to enter username or password
- Trusted locations can be desk, home, mobile or other phone

Offices worldwide

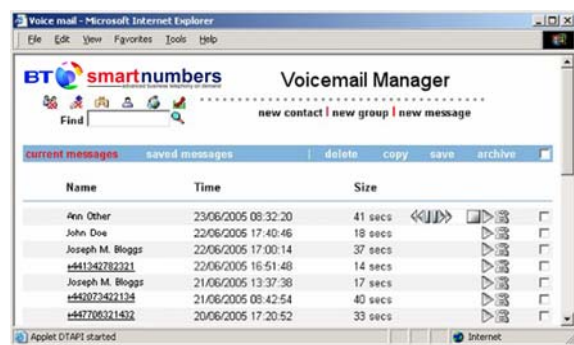
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Vocemails can be automatically delivered as an email attachment which can be forwarded or archived like any other email.



The service is full accessible via the telephone or through the intuitive web portal

#### Management Information

- Reports showing how voicemail is being used
- Track how often users are changing greetings and checking messages to ensure best practice
- Reports delivered automatically on daily, weekly or monthly basis

#### Spans Networks

- A single mailbox can span office, home or mobile phones
- Retrieve messages anywhere in the world
- Accessible from the PSTN network
- Message Waiting Indicators on any phone, including VoIP, where supported

#### Fully Managed Service

- Delivered from the network across legacy, mobile, VoIP and Featurenet 1000 / 5000 estates
- Dedicated, fully staffed helpdesk for user support
- Very fast provisioning. Provisioning usually completed in 5 days

To learn more about BT SmartNumbers call the help desk on **020 3162 3030** or go to [www.btsmartnumbers.com](http://www.btsmartnumbers.com)

