



# smartnumbers directed recovery

Administration Guide

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Intended purpose This guide provides details of the features provided by smartnumbers directed recovery.

Intended audience This guide is intended for prospective purchasers and administrators of smartnumbers directed recovery.

Conventions used This guide uses the following format for tips and additional information:



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*Additional information relating to the current section.*

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# 1 INTRODUCTION

The smartnumbers directed recovery service is an “always ready” service. It delivers a powerful, but simple to manage, telephony divert service that distributes voice, fax and data calls, DDI by DDI, to alternate phone numbers or services in the event of any type of disruption.

After the service is invoked calls may be diverted to an announcement service or any alternative DDI number, based on predefined dial plans.

Uniquely, the service provides a personal override capability that enables authorised staff to “pull” calls to wherever they happen to be, overriding the active dial plan should this be necessary<sup>1</sup>.

A pre-requisite for use of this service is that you have in place BT Exchange Line Site Assurance (ELSA) Option 1 as part of your ISDN30<sup>2</sup> service or the ability to control your BT One Voice UK SIP trunk UK if you use SIP for your call delivery.

## 1.1 Getting started

The service enables you to divert inbound calls to your organisation according to five dial plans. This ensures inbound calls are delivered to the correct location during an emergency or disruptive event.

### 1.1.1 How the service works

When an emergency or disruptive event occurs, an authorised administrator must contact BT to invoke the service. After it has been invoked, the service diverts inbound calls according to one of your five pre-defined dial plans at anytime.

#### Invoking the service

The service is invoked by BT’s 24-hour Network Management Centre (NMC). An authorised administrator must call the centre and request to invoke Exchange Line Site Assurance (ELSA) Option 1.

#### Dial plans

Each dial plan defines how inbound calls to a specific DDI (Direct Dial In) number are delivered, thereby enabling you to prepare for specific scenarios, or stages of a recovery plan.

### 1.1.2 Personal override

The personal override capability enables authorised staff to override the call routing during an emergency or disruptive event. When a dial plan is active, the staff can have calls diverted to their current location rather than the pre-defined location.

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<sup>1</sup>Personal override is delivered as part of smartnumbers directed recovery Option 2. It is not available with smartnumbers directed recovery Option 1.

<sup>2</sup>smartnumbers directed recovery is available for use with ISDN30e lines only.

### 1.1.3 Managing your service

You can manage your service using the Smart Business Portal, or any telephone.

#### Smart Business Portal

The portal enables you to review and update dial plans, as well as change the active dial plan, and manage personal overrides.

- ▶ *For information about using the Smart Business Portal, see "Smart Business Portal" on page 9*

#### Business Continuity Administration service

The Administration service enables you to change the active dial plan using any telephone. To access the Administration service you require the following information:

- Business Continuity Administration service access phone number
- Business Continuity Administration service ID
- Business Continuity Administration service password

## 1.2 More information

For more information about this service or other smartnumbers services:

- visit <http://support.smartnumbers.com>

## 2 SERVICE CONTROL

The service control has been designed specifically for use during disruptive events. You control the service control using any telephone or web browser.

### 2.1 Invoking the service

When an emergency or disruptive event occurs, you must call the BT 24-hour Network Management Centre (NMC) to invoke the service. Request to invoke **Exchange Line Site Assurance (ELSA) Option 1**.

1. Call the Network Management Centre (NMC) on 0800 181079.
2. Follow the options menu.  
You will be put through to an operator.
3. When prompted, give the operator the ELSA plan reference followed by your ELSA password.
4. Give the operator an emergency contact phone number (e.g. mobile phone number) on which you can be reached in case of any problems.  
The operator will confirm that the service has been invoked.

### 2.2 Changing the active dial plan

When an emergency or disruptive event occurs, the service will automatically divert calls according to the default dial plan. As the situation develops, you may need to change the active dial plan to respond to events, or follow your recovery plan.

You can change the active dial plan using a telephone, or the Smart Business Portal.

#### 2.2.1 Change the active dial plan using a telephone

1. Dial the Business Continuity Administration service on the number provided.
2. Enter your Business Continuity Administration service ID and password.  
The system informs you of the current diversion option or active dial plan.
3. Press 3, then select a dial plan by pressing the corresponding number on your keypad, from 1 to 5.  
The system confirms you have changed the dial plan, and identifies the new active plan.
4. If this selection is correct, hang up your handset.  
If the new selection is incorrect, repeat step 2 and repeat the selection of the correct plan.



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*Where staff have used personal override, their choice of phone number will override the service regardless of any change of plan.*

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## 2.2.2 Change the active dial plan using the portal

1. Navigate to the **Voice Continuity Services** page.
2. Select service you want to change the dial plan for.  
The **Service Management** page opens.
3. Select the **Live** workflow icon.  
The current state of the dial plans are displayed in the table.
4. Select **Change dial plan**.  
The **Change dial plan** dialog opens.
5. Select the dial plan you want as the active plan, enter the **Secure PIN** and click **Invoke**.
  - Select **Default** to reset the service to deliver calls according to the default behaviour.
  - Select **Plan 1-5** to deliver calls according to that dial plan.



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*Where staff have been given personal override options, they can define their own choice of phone number for the delivery of calls, their choice of phone number will override the service regardless of any change of plan.*

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## 2.3 Restoring normal operation

After an emergency or other disruptive event is over, and you are able to return to normal working conditions, return the service to normal operation.

You can restore normal operation using a telephone.

### 2.3.1 Revoke the service

Call the BT 24-hour Network Management Centre (NMC) to revoke the service. Request to revoke **Exchange Line Site Assurance (ELSA) Option 1**.

1. Call the Network Management Centre (NMC) on 0800 181079.
2. Follow the options menu.  
You will be put through to an operator.
3. When prompted, give the operator the ELSA plan reference followed by your ELSA password.
4. Give the operator an emergency contact phone number (e.g. mobile phone number) on which you can be reached in case of any problems.  
The operator will confirm that the service has been revoked.

### 2.3.2 Change the active dial plan to the default

Select the dial plan that should be used as the default plan in readiness for the next time the service is required.

1. Dial the Business Continuity Administration service on the phone number provided and enter your Business Continuity Administration service ID and password.  
The system will inform you of the current diversion option or active dial plan.
2. Select a dial plan by pressing the corresponding number on your keypad, from 1 to 5.

The system will confirm you have changed the dial plan, and will identify the new active plan.

3. If this selection is correct, hang up your handset.

If the new selection is incorrect, repeat step 2 and repeat the selection of the correct plan.

## 2.4 Administering dial plans

The service supports up to five dial plans. Use each dial plan to prepare for different scenarios. During a disruptive event, you can change the dial plan to react to circumstances.

Use the Smart Business Portal to administer these dial plans. You can modify records individually or make bulk changes to multiple records. Bulk changes can be prepared offline as part of a change management processes then uploaded in a spreadsheet to the Smart Business Portal. Once approved, changes can be implemented immediately, or sent to the Service Desk (with instructions) to be manually updated.

- *For information about using the Smart Business Portal, see "Smart Business Portal" on page 9*

### 3

# SMART BUSINESS PORTAL

The Smart Business Portal provides you with a convenient and secure way to manage all your voice continuity services.

Accessible over the web using HTTPS, the portal enables you to change and manage your dial plans, securely, 24 hours a day, 7 days a week, to cope with the most demanding of situations. The portal is only accessible to authorised personnel and actions are restricted by role.

During an emergency or disruptive event, authorised personnel can change the active dial plan using the portal. Once an emergency or other disruptive event is over, they can use the portal to restore the default dial plan.

The screenshot shows the 'Service Management' interface for 'Tenancy 1 - Proactive Recovery 1'. It includes a workflow with icons for Live, Planned, Approved, In Progress, and History. Below the workflow are buttons for 'Export...', 'Import...', 'Manage Personal Override', and 'Change Active Plan'. A table displays a list of dial plans with columns for Status, DDI, Primary, Secondary, First Name, Last Name, Email, and Plan 1 through Plan 5. The table is currently on page 80 of 80.

Status	DDI	Primary	Secondary	First Name	Last Name	Email	Plan 1	Plan 2	Plan 3	Plan 4	Plan 5
	+442031999348	+447802336859	+447803266128	Scot	Hayden	topkhz504@gleip.org	+441130095831	+447492354363			
	+442031999119	+447802449589	+447803059989	Manuel	Long	iihrz.qbdaefx@osjoh	+441130519715	+446061140247			
	+442031999106	+447802843831	+447803199983	Scot	Gilbert	dajxvtp.gjdvknts@qf	+441130919965	+445546596877			
	+442031998508	+447802442045	+447803943828	Luis	Young	dbgfbrft@ryumej.com	+441130833080	+442493445409			
	+442031998317	+447802155007	+447803812749	Autumn	Mckinney	qhjznlm.icqkprq@kmbx	+441130291712	+448376321660			
	+442031998304	+447802214542	+447803673004	Connie	Faulkner	wgjzckaf.uhqzbfv@	+441130784691	+446582442978			
	+442031997628	+447802707040	+447803459537	Dora	Craig	efnxdlv469@kvwmmw	+441130907604	+442342847431			
	+442031997184	+447802488683	+447803697687	Terry	Schroedel	lfparaqw1@ktkchymt	+441130943865	+443242317447			
	+442031996903	+447802577155	+447803693740	Betty	Gentry	qtjvx123@rrkk-y.net	+441130935262	+441747133968			
	+442031996397	+447802140970	+447803276474	Don	Heath	rvgav.ayqputvb@puzi	+441130745817	+449842654875			
	+442031993442	+447802592818	+447803250519	Daphne	Campbell	tneypvr700@zceibf.oi	+441130398230	+449833574148			
	+442031993096	+447802288735	+447803883671	Eric	Haymond	gnbfdd.yjkcqbo@rvjkc	+441130491226	+443238824749			
	+442031992981	+447802621959	+447803360921	Alfred	Boyd	vmlljed718@gmvzjuae	+441130120588	+449483651713			

The portal comprises two areas:

- Voice Continuity Services

This area provides you with access to all your voice continuity services. Use this area to view and edit your dial plans, change the active dial plan, and manage personal override settings.

- Administration Tools

This area provides you with access to view, edit and add portal administrators.

You manage your dial plans following a simple workflow:

1. Edit the current dial plans in the **Live** view
2. Approve changes to the current dial plans in the **Planned** view
3. Submit approved changes to the current dial plans in the **Approved** view

### 3.1 Accessing the Smart Business Portal

The portal URL and your login credentials were provided to you as part of your Welcome pack, or by your administrator.