



smarnumbers announcement

Administrator Guide

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

Intended audience This guide is intended for users of smartnumbers announcement.

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



Additional information relating to the current section.

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1 INTRODUCTION TO SMARTNUMBERS ANNOUNCEMENT

smartnumbers is a suite of next-generation voice services that enables an organisation to improve an individual's availability and working practices, in addition to promoting team collaboration.

The smartnumbers announcement service is a business-class announcement service designed to meet the needs of large and small organisations. The service can be accessed from any telephone handset.

1.1 What you get with smartnumbers announcement

- **Announcement phone number:** A phone number that callers contact to hear the recorded announcement.
- **Record announcements:** Administrators can record announcements using any telephone.
- **Temporary announcement:** An alternative announcement played for the remainder of the day or until the administrator reverts to the normal announcement.
- **Management phone number:** A phone number that administrators can call to record announcements and to select which announcement is played.
- **Pre-recorded announcement:** Pre-recorded announcements provided to the Service Desk can be used.
- **Service integration:** Offer callers the option to access other smartnumbers services after listening to the announcement, for example, connect to a contact centre or leave a voicemail message.
- **Password protection:** Service management has a unique password for secure access.
- **MI reporting:** Optionally available upon request, regular reports provide service usage information.

1.2 Related Information

Your Web Services include a comprehensive online help system which gives a detailed description of each page.

The appendices to this document include a phone button map, to aid you in navigating the telephone menus, and a 'How do I...?' section which acts as a quick reference for common tasks.

- ▶ *For more information, see "Appendix A: Phone button map" on page 10 and see "Appendix B: How do I...?" on page 11*

1.3 Further Assistance

If you have a question that cannot be answered by this document or the smartnumbers online help, please contact your customer support representative. Your support details are available in the Welcome email you received.



Ensure that you have your smartnumber, ID and password to hand when you call the Service Desk. Ideally, you should also have access to the internet while you make the call.

2 GETTING STARTED WITH SMARTNUMBERS ANNOUNCEMENT

This section describes the initial steps required to start using your smartnumbers announcement service.

When you first use the service, you must:

- **Record the normal announcement:** If no announcement is available, a system announcement is played when the announcement phone number is called.
 - ▶ *For more information, see "Record an announcement" on page 7*

3 MANAGE THE SERVICE

You can manage the smartnumbers announcement service using any telephone handset.

3.1 Log in to the service

To manage the service settings, log in to the service management using any telephone handset.

3.1.1 To log in to the service

1. Dial the service management phone number.
This phone number was sent to you within the Welcome emails.
2. Enter the password when prompted.



If the service is associated with your personal smartnumber service, the password is the same as you personal service.

3.2 Change the service password

To change the service password, contact the Service Desk. If the service is associated with your personal smartnumbers service, please refer to the documentation for your personal service.

- ▶ *For more information, refer to "Change your password" in the smartnumbers standard User Guide*



Your new password cannot begin with zero.

3.3 Record an announcement

You can record two types of announcement. If no announcement is available, a system announcement is played when the announcement phone number is contacted.

- **Normal announcement:** The announcement callers hear when they call the service.
- **Temporary announcement:** When recorded, the temporary announcement is played for that day. Over night, this announcement is deleted and the service reverts to the normal announcement.

This feature is useful when you need to change the announcement for a time during the day.

Delete the announcement when it is no longer valid.

3.3.1 To record an announcement

1. Log in to the service.
 - ▶ For more information, see "To log in to the service" on page 7
2. Press **1** to access the Normal Announcement menu or **2** to access the Temporary Announcement menu.
3. Press **2** to record the announcement, and ***** when the recording is over.
Wait until the system confirms that the recording was successful.
The system returns you to the announcement menu.



Announcements can be up to 5 minutes long.

4. If you want to listen to the recording, press **1**.
Otherwise, hang up.

3.3.2 To use a pre-recorded announcement

If you already have a recorded announcement that you wish to use, please contact the Service Desk.

3.3.3 To delete an announcement



If no announcement is available, a system announcement is played when the announcement phone number is contacted.

1. Log in to the service.
 - ▶ For more information, see "Log in to the service" on page 7
2. Press **1** to access the Normal Announcement menu or **2** to access the Temporary Announcement menu.
3. Press **3** to delete the announcement.

3.4 Play a temporary announcement

When recorded, the temporary announcement is played in place of the normal announcement. The temporary announcement will be played until the end of the day, or until you delete it.

3.4.1 To record a temporary announcement

1. Log in to the service.
 - ▶ For more information, see "To log in to the service" on page 7
2. Press **2** to access the Temporary Announcement menu.

3. Press **2** to record a temporary announcement, and ***** when the recording is over. Wait until the system confirms the recording was successful. The system returns you to the Temporary Announcement menu.
4. If you want to listen to the recording, press **1**. Otherwise, hang up. The temporary announcement will now be played when callers contact the service.

3.4.2 To delete a temporary announcement

1. Log in to the service.
 - ▶ *For more information, see "To log in to the service" on page 7*
2. Press **2** to access the Temporary Announcement menu.
3. Press **3** to delete the temporary announcement. The normal announcement will now be played when callers contact the service.

3.5 Service integration

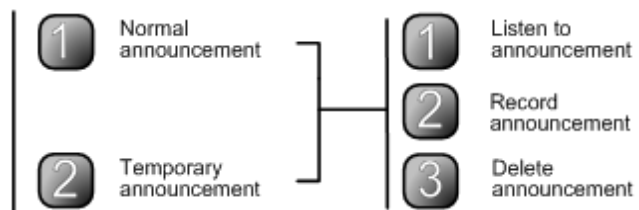
The service can be configured to provide callers with the option to transfer to two other specified smartnumbers services. Additional smartnumbers services, such as the smartnumbers mail service, are not included as part of this service.

Callers are transferred when they press either **9** or **0**. To configure these keys to transfer callers to additional services, please contact the Service Desk.

To inform callers that additional service are available, you must refer to the options in the recorded announcement, for example:

"We apologize for the inconvenience. If you would like to speak to an operator press 9, or press 0 to leave a voicemail."

4 APPENDIX A: PHONE BUTTON MAP



5 APPENDIX B: HOW DO I...?

The latest version of this guide as well as a troubleshooting / FAQ section can be found at:
<http://support.smartnumbers.com>

It is recommended that you check this web page before you call the Service Desk.

- How do I record an announcement?
 - ▶ *For more information, see "Record an announcement" on page 7*
- How do I delete an announcement?
 - ▶ *For more information, see "To delete an announcement" on page 8*
- How do I change the password?
 - ▶ *For more information, see "Change the service password" on page 7*
- Can I use an announcement I already have a recorded announcement?
 - ▶ *For more information, see "To use a pre-recorded announcement" on page 8*
- What do I do if I want to change the announcement temporarily?
 - ▶ *For more information, see "Play a temporary announcement" on page 8*
- What do I do if I want to redirect callers to another service?
 - ▶ *For more information, see "Service integration" on page 9*