



smartnumbers proactive recovery

Service Description

smart⁺numbers
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Intended purpose This guide provides details of the features provided by smartnumbers proactive recovery.

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

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 SERVICE OVERVIEW

This service is available to BT ISDN30e and ISDN30 customers as well as customers requiring new phone numbers.

The smartnumbers proactive recovery service ensures that during periods where buildings or offices become inoperable or inaccessible, or when the communications link to the serving local telephony exchange (the DLE) is lost, incoming voice, fax, and data calls continue to be delivered DDI by DDI to alternative phone numbers.

Calls can be automatically re-directed into the corporate voice network using an alternative divert through a secondary DLE, or to staff working at any other alternative location where they have access to any fixed line telephone or where they have mobile network coverage and a mobile phone. The automatic re-routing of calls is equivalent to the capability provided by Dual Parenting but without the geographic limitation on the location of the secondary DLE.

The service provides resilience against denial of access, local switch failure or events such as pandemics by enabling up to five call-routing dial plans to be created and invoked as required. During such events an authorised individual can take control away from the network and dictate that the service delivers calls destined for the original dialled phone number either to an announcement service, an alternate emergency number, or voicemail based upon predefined business rules and a selected dial plan.

Uniquely, the service enables authorised staff to log into their personal service and “pull” calls to wherever they happen to be, overriding the active dial plan should this be necessary.

As a hosted, fully-managed service, smartnumbers proactive recovery eliminates the need for equipment or software in the building being protected or in the DLE.

The service provides protection against the failure of the DLE, the connection between the DLE and the offices being protected, and the offices themselves.

- **Automatic re-direction of voice, fax and data calls** – the service has an automatic failover capability which diverts inbound calls to a secondary location whenever a network outage is detected.
- **Dial plans** - calls can be delivered to alternative national or international phone numbers DDI by DDI. The customer can create multiple dial plans for different scenarios. Up to five dial plans can be loaded into the service for activation at any time. Additional plans can be held offline.
- **Smart Business Portal** – the Smart Business Portal provides you with a convenient and secure way to manage all your voice continuity services.
- **Dial plan selection** – should staff be prevented access to offices or some other incident an authorised person can re-direct calls by simply calling the Business Continuity Administration service from any touch-tone telephone or by using the Smart Business Portal. This service presents a simple menu to dial plan selection
- **Announcement** - this service provides an update message to callers in the event of an emergency. Typically this service is used during initial invocation of the service when staff may be unable to receive calls.
- **Personal voicemail** – during building evacuation it is important that no incoming calls from customers are lost. As an alternative to the smartnumbers announcement service, a messaging service can be provided to automatically capture missed calls for each member of staff and deliver them to the individual as a .wav file in an email.

- **Personal override** - enables organisations to empower an individual, e.g. a manager or executive, to override the dial plan selection made by the Authorised Contact.
- **Fax-to-email** – For users who receive and process information delivered as a fax, a fax-to-email service is provided which relays faxes into an individual's email inbox.

2 SERVICE DESCRIPTION

This section details the capabilities and features available with smartnumbers proactive recovery.

2.1 Automatic re-direction

The service has an automatic failover capability which re-routes inbound calls whenever a network outage or congestion is detected which prohibits the normal delivery of calls.

During normal operation the service attempts to deliver each call to the customer's voice network through a defined primary divert. If a problem is experienced the service will automatically try to deliver that same call onto the customer's network through a secondary divert. Each and every call will be handled in the same way until the problem is cleared.

Typically, the secondary divert will utilise a second Digital Local Exchange (DLE). There is no geographic (national or international) restriction as to the location of this DLE relative to the customer premises or primary DLE.



The customers DDIs being protected are elevated from the local exchange and transferred to the service network. These DDI's are then replaced in the local exchange with alternative deliver-to DDI's that the service will use to direct calls to under normal operation. Where calls can divert through a secondary DLE additional DDI's will also be required.

2.2 Dialplans

A dial plan enables an organisation to predefine where calls will be delivered to when the dial plan is active. The Authorised Contact can change the active dial plan using any telephone or web browser at anytime, enabling the organisation to adapt appropriately as events develop.

For example, initially, calls may be diverted to an announcement service while staff make their way to alternate locations. When staff have arrived at the alternate locations, or after a chosen period, a new plan may be selected which ensures staff will be offered their own calls.

2.3 Business Continuity Administration service

The Authorised Contact accesses the Business Continuity Administration service from any telephone using the Access Number, service ID and password provided by the Service Desk.

The Authorised Contact will then hear the service menu which is used to control the delivery of calls.

"Welcome to the Business Continuity Administration Service"

"Your calls are currently being diverted normally"

"To deliver calls normally, press 1"

"To deliver calls to your secondary destination, press 2"

"To deliver calls based on a dial plan, press 3"

By pressing the corresponding number option on the handset, new calls will instantly begin to follow the new call divert plan. Where the dial plan option is selected, the following additional options will be heard.

"Plan 1 is the current active plan"

"To select a plan, press the corresponding number on your keypad, from 1 to 5"

2.4 Smart Business Portal

The Smart Business Portal provides administrators with a convenient and secure way to manage the service or services. The portal enables administrators to review and edit dial plans, and authorise other administrators to access the portal.

Dial plans are used to divert calls off-net should the need arise. Plans are created and changes managed using the Smart Business Portal. Bulk changes can be made offline using an Excel spreadsheet, and submitted to the system using the Smart Business Portal.

A typical set of plans could be:

- Should normal call delivery onto the internal voice network become compromised divert to dial plan 1, which routes all calls to an announcement service to inform callers of disruption and reassure them of resumption of service.
- After staff have moved to a DR site, divert calls to the emergency phone numbers specified in dial plan 2.
- If staff cannot reach the DR site, divert calls to mobile or home phone numbers specified in dial plan 3.

2.5 Announcement service

This service may be used as the default behaviour upon invocation whilst evacuation takes place. Callers to the organisation will receive this message.

An announcement message may be recorded by the Authorised Contact. The recording must be submitted to the Service Desk as a .wav file for loading into the service.

2.6 Personal voicemail

Where required a dial plan can divert calls to a personal voicemail service. This service delivers voice messages to the individual using email with a .wav file attachment.

2.7 Fax-to-email

Where required a dial plan can divert faxes to a personal fax-to-email service. This service delivers fax messages to the individual using email with a .tiff file attachment.

2.8 Personal override

The service enables customers to empower an individual (e.g. a manager or executive) to override the dial plan selection made by the Authorised Contact.

This capability enables these individuals to “pull” calls to their current location. For example, in the situation where the Disaster Recovery (DR) site cannot be reached during a disruptive event, an authorised individual can override the phone number specified in the active dial plan for a phone number of their choice.

Calls to their DDI will then be delivered to the individual wherever they are. Individuals who have been given this capability simply dial their Personal Business Continuity service phone number, authenticate themselves through a user ID and password and define their alternative phone number using the simple menu. Where the CLI can be detected the service will offer this phone number as the new phone number to deliver all calls to.

2.9 Online help and supporting documentation

An Administration Guide provides the essential information on how to use the service.

2.10 Password policy



Passwords cannot begin with zero.

Each user is allocated a unique ID and a password these are used to control the service.

Authorised Contacts can change the password by calling the Service Desk.

2.11 Invocation

The service monitors each and every call delivery attempt and will automatically switch calls to flow through the secondary path to the customer's network should delivery problems be experienced. Calls are rerouted when the following signals are detected:

- NU (Number Unobtainable)
- Congestion
- Unknown failure (does not include: No answer, Busy or Accept)

The Authorised Contact can force calls to flow through the secondary path at any time by calling the Business Continuity Administration service phone number, entering the correct user ID and password, and then following the menu options.

2.11.1 Dial plan activation and selection

The Authorised Contact can invoke a dial plan at any time by calling the Business Continuity Administration service number or using the Smart Business Portal.

Calls to the original dialled phone numbers will be re-diverted based upon the pre-defined dial plan selected.

When dial plans are active, and should the customer choose, individuals can be empowered to override their personal settings and “pull” calls to their current location.

2.12 Infrastructure and integration

The service will deliver voice, fax or data calls to national or international dialled phone numbers.

3 SERVICE MANAGEMENT

This section provides information about the management aspects of smartnumbers proactive recovery.

3.1 Service Desk

The Service Desk provides a single point of contact for all requests for assistance in the use of the service. All requests must be made by the Authorised Contact.

- **Provisioning** – the Service Desk provisions the services on behalf of the customer.
- **Moves and changes** – the Service Desk facilitates any changes to customers' details or service.
- **Fault reporting** – faults can be reported to the Service Desk either by calling a dedicated phone number or sending an email to receive a case number.
- **Fault diagnosis and resolution** – the Service Desk will investigate and resolve all faults reported.
- **New orders** – the Authorised Contact can call the Service Desk directly to place requests for additional orders as required.

The terms of the Service Desk are specified in the customer terms and conditions.

3.1.1 Priority call handling

When a customer has an incident and invokes the service there may be a need to seek assistance from the Service Desk. The Authorised Contact can call the Service Desk and request priority call handling to:

- Change dial plans
- Seek assistance in understanding capabilities
- Reset passwords
- Clarify call routing
- Report faults

3.2 Capacity

The service is ordered and configured based upon the number of inbound channels - with the minimum number being eight (8).

There is no direct correlation between the number of channels and the number of DDI extensions owned by the customer.

Only one dial plan can be active at any one time. There is no limit to the number of plans an Authorised Contact can create. Authorised Contacts can select from a range of 5 plans at any one time. Any additional plans over and above these 5 plans will be held offline by the customer.

There is no limit to the number of faxes that the service can receive.

3.3 Provisioning

On receipt of a valid order the provisioning team will liaise with the nominated Authorised Contact to provision the service.

The Authorised Contact will be asked to provide user information required to build the service. A provisioning form will be sent out to capture this information.

For existing phone numbers the customer will agree to “virtualise” their DDI range by initiating a Block Transfer (or Port) of their phone numbers to the service.



Block Transfer is standard process whereby the published DDI's are elevated from the local exchange and transferred to the service network. These DDI's are then replaced in the local exchange with alternative deliver-to DDI's that the service will use to direct calls to under normal operation. Where calls can divert through a secondary DLE additional DDI's will also be required.

The Porting process retains a dependency upon the serving exchange.

After provisioned, the Authorised Contact will be informed that the service is ready for use.

The Authorised Contact or the users themselves will receive electronic copies of the user documentation and notification of their user ID and password.

3.4 Restoring normal service

The service will automatically revert to its normal operation after problems detected have been cleared.

Where the Authorised Contact has manually switched calls to flow through the secondary path, or an active dial, then the service will have to be manually switched back to normal operation. This action is performed using the Smart Business Portal, or from any telephone by calling the Business Continuity Administration service phone number.

When the service is switched from using a dial plan back into normal operation (or into using the secondary divert) personal override settings will be disabled.

4 ADDITIONAL SERVICES

This section provides information about additional features and services of smartnumbers proactive recovery.

4.1 Assistance for people with impairment

smartnumbers is a service that provides inbound calls to an organisation and as a result, does not provide any on-site telephone equipment.

However, BT has a range of services that can assist people with impairment. For more information, refer to:

<http://www.bt.com/includingyou/help-support-accessiblity-commitment.html>.

4.2 Directory services

A number, or prime number, within the number range allocated to a Customer and with the Customers agreement will be submitted to the Directory Enquiries database along with full Customer address details. All this information is made available in BT's Directory Enquiries and all other Directory Enquiry channels.

Entries into the Directory Enquiries database are as follows:

- Full Directory Entry (DE) - which ensures contact details are listed in all BT's Directory products and services.
- Directory enquiries only (DQR) - which removes details from printed directories but retains them on Directory Enquiry services. This option prevents disclosure of the customer's address.
- Ex-directory (XD) - which removes details from published directories and prevents their phone number being divulged through directory enquiry services.
- No enquiry record (NQR) - any phone number with a "non-telephony" use will be omitted from the Directory Enquiries database.

smartnumbers does not include the provision of directory Phone Books.

BT or its suppliers cannot be held responsible for any inaccuracies in the directory enquiry information published by any other entity.

4.3 Call Line Identity (CLI) for 999 calls

4.3.1 Inbound calls

The 999/112 service enables BT to fulfil its licence obligations to allow callers to reliably access the emergency authorities (Fire, Police, Ambulance and Coastguard) on a voice call and additionally provide the caller's location information to the Emergency Authority. A critical requirement is the provision of a CLI to the 999 operator that can be traced back to the originator of the 999/112 call.

When porting or block transferring a phone number to the smartnumbers service, customers must ensure that the CLI number used is changed to the number range that is configured for their outbound calls.

4.3.2 Outbound calls

The 999/112 service enables BT to fulfil its licence obligations to allow callers to reliably access the emergency authorities (Fire, Police, Ambulance and Coastguard) on a voice call and additionally to provide the caller's location information to the emergency authority. A critical requirement is the provision of a CLI to the 999 operator that can be traced back to the originator of the 999/112 call. Customers should ensure that the CLI given on their outbound calls meets this requirement.