



BT smartnumbers mobile & mobile plus

Service Description

smart⁺numbers
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Document information

Date: 13 November 2015

Document ID: 9030330

Document version: 4

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Intended purpose This guide provides details of the features provided by smartnumbers mobile and smartnumbers mobile plus.

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

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



Additional information relating to the current section.

TABLE OF CONTENTS

1	Service summary	1
1.1	Key benefits	1
2	Service description	2
2.1	Key capabilities	2
2.2	Receiving Calls	2
2.3	Locations	3
2.4	Availability	3
2.5	Delegate	4
2.6	Voicemail	4
2.7	Contacts	4
2.8	Making calls	5
2.9	SMS	5
2.10	Commercial Call Recording	6
2.11	Compliant Call and SMS Recording	6
3	Service management	7
3.1	Service Desk	7
3.2	Service availability	7
3.3	Change management	7
3.4	Capacity management	8
3.5	Monitoring	8
4	Ordering	9
4.1	Ordering process	9
4.2	Adding more users	9
4.3	Removing users	9
5	Technical requirements	10
5.1	Compatibility	10
6	Security	11
6.1	Information assurance	11
6.2	Password and username policies	11
6.3	Disaster recovery	11
7	Introduction to Resilient plc	12

1 SERVICE SUMMARY

The smartnumbers mobile service lets an employee have both their business and personal phone numbers on their smartphone, while keeping business calls and messages separate. The service is enabled by an app, and allows organisations to implement a Bring Your Own Device (BYOD) policy for mobiles.

The service does this by providing a business mobile or 03 phone number that can deliver calls to any mobile phone or landline. The service is managed using a simple app that runs on any smartphone, and works with your organisation's Enterprise Mobility Management.

When the user makes a call, the smartnumbers mobile app presents the business phone number, while the user's personal phone number remains private. Users can keep personal and business calls separate, as well as separate bills for business and personal calls and SMS messages.

The smartnumbers mobile plus service enhances the smartnumbers mobile capabilities by providing Compliant Call Recording for both incoming and outgoing calls.

1.1 Key benefits

The service provides the following benefits for organisations:

- Reduce business mobile costs
Eliminate device purchase, replacement and upgrade costs and reduce mobile network charges.
- Phone number retention
Retain the business mobile phone number when employees change roles or leave the organisation.
- Simplify expense processing
Reduce mobile expense claims administration.

The service provides the following benefits for employees:

- One phone: the one you want
No need to carry two smartphones.
- Eliminate mobile expense claims
Decrease tedious paperwork and increase productivity.
- Your privacy guaranteed
Separate business and personal contacts, calls, voicemail and texts.

The smartnumbers mobile plus service additionally provides the following benefits:

- Compliant Call Recording
All calls to and from a smartnumber are recorded to comply with legislation.

2 SERVICE DESCRIPTION

This section details the capabilities and features available with smartnumbers mobile.

2.1 Key capabilities

The smartnumbers mobile service comprises the following capabilities:

- **Receiving Calls:** Users control when callers can contact them on their smartnumber, and take calls on any mobile or landline phone.
- **Locations:** Users can use Locations to control where calls to their smartnumber are delivered.
- **Availability:** Users can manage their Availability to ensure that they only receive calls to their smartnumber when they are available to do so.
- **Voicemail:** When the user is not available to take a call on their smartnumber, callers can leave a voicemail message. Voicemail messages are delivered to the user's email address.
- **Making calls:** When the user makes a call using the smartnumbers mobile app, the smartnumber is presented to the person they are calling rather than their personal phone number.
- **Contacts:** Users can access personal and business contacts directly in the smartnumbers mobile app. Business contacts are stored and shared in the smartnumbers cloud.
- **SMS:** Send and receive SMS messages (texts) using the smartnumbers mobile app. When a text is sent to a smartnumber, it is delivered to the user's email address.
- **Commercial Call Recording:** Calls to and from the smartnumber can be recorded for personal convenience, note-taking or dispute resolution. Recordings are sent to the user's email address.

The following capabilities are only available with smartnumbers mobile plus:

- **Compliant Call Recording:** All calls to and from a smartnumber can be automatically recorded and sent to a central secure repository.

2.2 Receiving Calls

Users can control when they receive calls made to their smartnumber, and take calls on any mobile phone or landline. When a user receives a call on their smartnumber, smartnumbers mobile determines how to handle the call based on their Availability and Location settings.

At the time of an unforeseeable event, users with the smartnumbers mobile app can divert their calls to the standby site they wish to work from.

2.2.1 Call Screening

When the user answers a call made to their smartnumber, the smartnumbers mobile service can play an introductory Call Whisper. The user can then identify whether this is a business or personal call, and has the option to accept it by pressing *, or to hang up if the situation is not appropriate.

If the user has specified a delegate, they can divert the call to their delegate rather than answer the call.

When Call Screening is enabled, smartnumbers mobile can detect if the call has been answered by voicemail. As such, the service ensures that business calls to the smartnumber are not delivered to a personal voicemail.

2.3 Locations

Users may need to answer calls to a smartnumber on a different phone. Locations ensures that calls to a smartnumber are delivered to the phone that is most convenient at the time. Locations can be updated manually, or set to update automatically.

For example, if there is poor mobile coverage at home, divert calls to the home landline phone; or if a user is working abroad, they can divert calls to a hotel room landline phone number, or to a VoIP client account such as Skype or Jabber.

The following Locations are available:

- **Mobile:** A mobile phone, or another device that the user can use when away from their desk. Users can select the Mobile Location and any other Location to have both phones ring at the same time, so they don't miss a call.
- **Home:** Calls to the smartnumber are delivered to a home landline phone number.
- **Desk:** A business phone number. Calls to the smartnumber are delivered to their business direct dialling in (DDI) number.
- **Temp:** A temporary phone number which users wish to use for receiving calls, for example, a hotel room or spare mobile phone.

2.3.1 Duet

When a call is made to a smartnumber, duet locations allows the user to have both their mobile phone and any other Location ring at the same time, so they don't miss a call.

If calls are diverted to a phone without caller display, such as a home landline phone, users can use duet to simultaneously ring their mobile, so they can see who is calling.



When more than one Location is selected, the Callback function does not call your mobile phone. To Callback your mobile phone, all other Locations must not be selected.

2.4 Availability

Availability ensures that a user only receives calls when they are available to do so. For example, if a user does not want to receive business calls at the weekend, they can set their Availability to Busy.

In addition, users have the option to record a separate voicemail greeting for each Availability setting. This allows users to inform callers of their current situation and appropriate alternatives. If configured, the caller can choose to speak to a delegate instead of leaving a voicemail message.

The user can select one of the following Availability settings:

- **Available:** Calls to the smartnumber are delivered to the current Location. If the call goes unanswered, callers are played the voicemail greeting set for Available.

- **Busy:** The user is busy or does not want to be contacted. Calls to the smartnumber are diverted to voicemail. Callers are played the voicemail greeting set for Busy.
- **Travelling:** The user is intermittently available and may have poor coverage. Calls to the smartnumber are delivered to the current Location, or callers are played the voicemail greeting set for Travelling.
- **Holiday:** The user is unavailable for an extended period, and does not want to take calls. Calls to the smartnumber are delivered to voicemail. Callers are played the voicemail greeting set for Holiday.

2.5 Delegate

Using Delegate ensures that calls are answered even when the user is unavailable. Users can specify a phone number or colleague to delegate calls to when they are unavailable to take calls to a smartnumber.

Calls can be delegated in the following circumstances:

- **Call screening:** If Call screening is enabled, users can send calls to their delegate rather than answering the call.
- **Voicemail:** Callers can break out of voicemail and be connected to the delegate.

2.6 Voicemail

If the user is not available to take a call to their smartnumber, callers are diverted to voicemail.

A different voicemail greeting can be played depending on the user's Availability setting. From here, callers can choose to be diverted to a delegate, or leave a message, which is then delivered to the user as an email attachment.

2.6.1 Voicemail greetings

A different voicemail greeting is played for each Availability setting. This ensures that callers receive appropriate information when the user is unavailable to take their call.

Users can record a custom voicemail greeting for each of the following Availability settings:

- Available
- Busy
- Travelling
- Holiday

2.6.2 Voice to email

Voicemail messages are delivered to the user's email address. From the email, users can choose to respond with a call, text or email. This enables users to manage their voicemail messages in the same way as they organise emails.

2.7 Contacts

Users can access both their personal and business contacts directly in the smarthenbers mobile app Cloud Directory. Contacts are separated into the following lists:

- **Phone:** The contacts stored on the user's mobile phone. These contacts are never shared with other smartnumbers service users.
- **Cloud:** The contacts stored in the smartnumbers cloud. When the directory is updated, the changes are automatically made available to all smartnumbers service users in your organisation. This list includes the following types of contacts:
 - **User:** The smartnumbers service users in your organisation. The user's smartnumber is displayed, as well as their current Availability and Location settings.
 - **Contact:** Business contacts shared with your organisation in the smartnumbers cloud.

If a user replaces their mobile phone, the stored Users and Contacts are still available through the smartnumbers mobile app.

2.8 Making calls

When a user makes a call using the smartnumbers mobile app, their smartnumber is presented to the person they are calling rather than their personal mobile phone number. This ensures that personal mobile phone numbers are kept private.

Users can make calls in the following ways:

- Make a call from a smartphone using the smartnumbers mobile app
- Request a Callback at the current Location setting using the smartnumbers mobile app

2.8.1 Callback

Users may want to make calls using their smartnumber from another phone, for example, if they have poor mobile coverage or want to avoid roaming charges.

Users can make a call using smartnumbers mobile by requesting the service to call them at their current Location. When the user answers the call to their current Location, the service connects them to the person they wish to call.

The person called is presented with the smartnumber, and calls are charged to the smartnumbers account.



Calls made using Callback are fully charged to the organisation's smartnumbers account.

2.9 SMS

Users can send and receive SMS messages (texts) through their smartnumber. Texts sent to a smartnumber are delivered to the user's email address. From the email, users can choose to respond with a call, text or email.

Using the smartnumbers mobile app, users can send texts in standard SMS format. Texts sent from the smartnumbers mobile app present the smartnumber, not the personal mobile phone number. Copies of these texts are also delivered to the user's email address for recording purposes.

2.10 Commercial Call Recording

Users can choose to record calls made to their smartnumber, or made using the smartnumbers mobile app. Recordings are then delivered to the user as an email attachment.

Call recording can be enabled at any point during the conversation to record the entire call.

2.11 Compliant Call and SMS Recording

Compliant Call and SMS message (text) recording is only available with smartnumbers mobile plus.

All calls and texts to and from a smartnumber can be automatically recorded to comply with FCA regulatory standards. After a call ends or a text is sent or received, a recording is automatically delivered to the organisation's email address for storage and retrieval.

3 SERVICE MANAGEMENT

This section provides information about the management aspects of smartnumbers mobile.

3.1 Service Desk

The Service Desk provides a single point of contact for all requests for assistance in the use of the service.

We provide access to our UK based Service Desk through a dedicated support portal. From there, authorised contacts can raise support tickets with the Service Desk and access the smartnumbers knowledge base.

Should an authorised contact require direct engagement with the Service Desk team, they can do so through email, telephone or Live Agent support.

All interactions with the Service Desk are registered on the smartnumbers ticketing system to which registered users are given access. Authorised contacts can contact the Service Desk to register the following:

- How-to questions to better understand how to use the service
- Faults where normal operation of the service is disrupted
- New orders for additional or new services
- Requests to change existing services
- Request for phone numbers to be ported

3.1.1 Service Desk operating hours

- **Standard Service Desk:** Monday to Friday 08:30 - 17:30 excluding English Bank holidays. Support requests received outside these hours are prioritised on the first working day after receipt.
- **Out of Hours:** This service is available for reporting faults that are impacting the delivery of calls to users.

The Out of Hours team are available 24 hours a day, 7 days a week, every day of the year, and can be contacted on a dedicated phone number in the event of emergencies.

3.2 Service availability

The Service Desk will acknowledge receipt of the support request within 4 hours of receipt of a Priority 1 Incident (full loss of service) and up to 8 hours to respond to other incidents.

3.3 Change management

The smartnumbers cloud is managed under a strict change management policy. Any change to the cloud environment follows industry standard ITIL best practice. All changes are assessed for risk and impact, and detailed testing and roll-back plans are put in place to ensure quality is maintained.

3.4 Capacity management

The smartnumbers cloud is an elastic environment which can be expanded quickly to cope with demand. Capacity is managed to ensure new customers are able to start using the service without delay.

3.5 Monitoring

The smartnumbers cloud is monitored by a dedicated team of engineers in a secure UK based Network Operations Centre (NOC). The team monitor the platform 24 hours a day, 7 days a week, to ensure the health of your service is maintained at all times.

The NOC monitors the smartnumbers service through a resilient industry-standard monitoring system.

4 ORDERING

This section provides information about ordering new smartnumbers mobile services.

4.1 Ordering process

The service can be ordered on an AX form. BT1040 terms and conditions apply.

Order Entry using CSS is required to secure the services, and it is important that the correct CSS Code is used on initial order entry.

The order codes are the following:

- B46007 BT smartnumbers elite
- B46008 BT smartnumbers elite plus

The order form must include the quantity of channels, terms of the contract and customer contact details.



The elite and elite plus CSS codes have no charges associated with them. Charges for the service will be subsequently raised by a separate billing process.

4.2 Adding more users

Orders for additional users should be raised on BT's ordering system by the BT Account team.

4.3 Removing users

Requests to cease users should be raised on BT's ordering system by the BT Account team.

5 TECHNICAL REQUIREMENTS

This section provides information about technical requirements of smartnumbers mobile.

5.1 Compatibility

As a cloud service smartnumbers mobile requires no additional hardware or software to be deployed. The service works in tandem with existing telecoms infrastructure and devices.

Locations can be specified as any national or international dialable phone numbers, including any mobile phones, for example Blackberry.

The smartnumbers mobile app is supported on the following mobile operating systems:

- iOS 7 and later
- Android 4.0 and later

6 SECURITY

This section provides information about smartnumbers cloud security and data integrity.

6.1 Information assurance

The smartnumbers mobile service is capable of processing information up to IL0. Resilient plc are targeting certification to IL2 during 2015.

All aspects of the Provisioning, Project Management and Service Management support activities are undertaken by personnel who have current Security Clearance in place to either BC or SC level.

Our Network Operations Centre (NOC) from which all services are monitored and managed is regularly assessed as part of the BT Defence Fixed Telecommunications Service (DFTS) Contract supporting flexible working for the MoD.

Resilient plc is accredited to ISO 9001 for all aspects of Quality Management.

6.2 Password and username policies

Each user is allocated a unique username and a temporary password that are used to access their service.

The user's email address is used as their username. This cannot be changed after it has been assigned to the user.

Users should change the temporary password as soon as possible using the smartnumbers mobile app.

6.3 Disaster recovery

Backup and recovery management is designed to mitigate the risk of permanent data loss. Backup management includes full and incremental backups of the data held in the cloud. Recovery management enables the restoration of the entire cloud's data up to the last point of backup.

To ensure the smartnumbers cloud can be restored in the unlikely event of a catastrophic failure, backups are tested through regular restoration into a smartnumbers testing cloud.

7 INTRODUCTION TO RESILIENT PLC

Resilient plc is a long standing UK SME which provides cloud-based smart voice services.

Our smartnumbers portfolio of services helps organisations to improve business agility and business continuity by changing the way inbound calls are delivered to the organisation and its people.

These services are used by an impressive list of customers both in the public and the private sectors:

- The UK Ministry of Defence has over 40,000 people using smartnumbers to support flexible work-styles.
- Most of the UK's Fire Services and the largest ambulance services use smartnumbers for resilience.
- Local Authorities, Health Trusts and Police Forces use smartnumbers for backup and emergency call diversion.
- Every UK high street bank uses smartnumbers for resilience and call distribution.
- Over 350 leading financial services companies trust smartnumbers
- 7 of the top 10 global investment banks use smartnumbers for resilience and call distribution
- Cisco uses smartnumbers to ensure call continuity to their headquarters office.

Delivered from the cloud, there is no hardware or software to deploy to enhance your existing telephony investment. We manage and measure customer services through UK-based teams and scale according to customer needs.

The vast majority of organisations work with us on a multi-year basis, reflecting their trust in our smartnumbers service as well as the professionalism and reliability of our solutions.