



smartnumbers

fax-to-email

Service Description

smart⁺numbers
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Intended purpose This guide provides details of the features provided by smartnumbers fax-to-email.

Intended audience This guide is intended for prospective purchasers and administrators of smartnumbers fax-to-email.

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

The smartnumbers fax-to-email service is a business-class fax-to-email service designed to meet the needs of large and small organisations.

As a hosted, fully-managed service, it eliminates the need for equipment or software in the office, at home or on the move.

The smartnumbers fax-to-email service has the following sub-services and capabilities:

- **Fax mail** – The user's personal mailbox number accepts faxes. Users can select whether to receive faxes at a fax machine of their choice or as an email.
- **MI reporting** – Management Information Reports are optionally available upon request, and provide regular or one-off reports and service usage information.

2 SERVICE DESCRIPTION

The smartnumbers fax-to-email service provides users with a single mailbox which allows them to store, access and manage all of their fax messages in one place.

2.1 Fax mail

Users receive a smartnumber which can accept faxes. Faxes will then be delivered to the user's email address as a .tiff file.

3 SERVICE MANAGEMENT

This section provides information about the management aspects of smartnumbers fax-to-email.

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, users can raise support tickets with the Service Desk and access the smartnumbers knowledge base.

Should a user 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. Users 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 Management Information (MI) reports

A range of smartnumbers MI reports are optionally available upon request. These reports provide service usage information. The reports are delivered by email on a one-off or regular basis.

To view the available reports or for further information the authorised contact should contact the Service Desk.

4 PROVISIONING

On receipt of a valid order, the provisioning team liaises with the nominated authorised customer contact to provision the service.

Phone numbers will be assigned for each service created. This phone number will be used as the fax number.

Once provisioned, the authorised customer contact will be informed that the service is ready for use.

The authorised customer contact or the users themselves will then receive electronic copies of the user documentation and notification of all User IDs.

5 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.