



smartnumbers mail

Service Description

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

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

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 smarnumbers mail service is a business-class voicemail 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 smarnumbers mail service has the following sub-services and capabilities:

- **Messaging mailbox** - Handling voice and fax messages for work, mobile and home.
- **Single messaging number** - A single phone number used by callers to deposit voicemail or fax messages, and for the user to retrieve and manage these messages.
- **Voicemail** – The user's personal mailbox records and stores voicemail messages.
- **Caller breakout** – Callers not wishing to leave a voicemail message can break out of the mailbox at any time and be transferred to an operator.
- **Message handling** – Users can navigate between and within messages by rewinding and fast forwarding.
- **Forward/copy messages** – Users can share voicemail messages with colleagues.
- **Call back** – Call the message sender at a click of a button.
- **Message alerts** – Receive alerts to new messages at your current location.
- **Message recording** – Users can record a message which is then delivered to another user.
- **Reply to message sender** – Users can press one key to reply with a voicemail message.
- **Password protection** – Each user is given a unique ID and password which enables them to securely access their voicemail.
- **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 mail service provides users with a single mailbox which allows them to store, access, and manage all their voicemail messages in one place. This mailbox can be accessed through any telephone handset.

2.1 Message handling

Users can listen to and manage messages in the mailbox using an intuitive, quick control system.

- **Scroll through messages**- Users can navigate from new, to read, and saved messages.
- **Scroll within messages** - Users can rewind or fast-forward while listening to voicemail messages.
- **Manage messages**- Users can save and delete messages, and archive them to email.



Users can perform any of these actions at any time, they do not need to wait until a message has stopped playing.

2.2 Copy to another mailbox

After accessing a message, users can choose to forward a copy of the message to another mailbox. Subscribers can record annotations to messages they forward.



The mailbox must belong to another user or team.

2.3 Voice messages to email

After accessing a message, users can forward a copy of an individual message to their email address. The message arrives attached as a .WAV file.



The system forwards the message to the email address specified for that particular user. There is no ability to forward to a different email address.

2.4 Call back

After listening to a message, users can press a key to call the message sender.

If the user is accessing the message through their telephone, they will be connected to the caller straight away.

If the user is accessing their message online, the system makes a call to the user's current location and a second call to the message sender, before connecting the two parties.

2.5 Reply to message sender

When users listen to a message, they can press a key to leave a reply voicemail message for the sender.

In order to do this, the message sender must be known by the system, or a valid CLI must be passed from the originator of the message.

2.6 Record a message to send

Users can record a message and send it to another user, or group of users. Users can dial their personal mailbox number and press a key to leave a message which can then be sent to any mailbox number that the user enters.

2.7 Record personalised greetings

A greeting recorded by the user is played to callers before they are transferred to voicemail.

Users can record their own greetings through their telephone handset.

If no greeting is recorded, the system automatically plays the default greeting to callers.

Users can record the following greetings:

- **Permanent greeting** - This greeting remains until it is deleted, or re-recorded, by the user.
- **Temporary greeting** - This greeting is automatically deleted by the system each night. It can be deleted or re-recorded by the user at any time during the day.
- **Extended absence greeting** - This greeting is used when the user is away for an extended period and does not want to receive calls, or allow the caller to leave a voicemail message. The system plays the extended absence greeting and then, if you have defined a delegate, prompts the caller to indicate whether they want to be transferred to your delegate. No voicemail message can be left by the caller.



The system always plays the user's temporary greeting for the day before transferring callers to voicemail. If no temporary greeting is recorded, the system plays the permanent greeting. If no permanent greeting is recorded, the system plays the default greeting.

2.8 Message alerts

Users can specify the various methods by which they are alerted to new voicemail messages and faxes. These message alert options are the following:

- **Call to Current Location** – The system calls the user's current location and plays the new voicemail messages when answered.
- **Send Text Message** – The system sends a text message to the user's mobile phone.
- **Send Email** – The system sends an email to the user's email address.

- **Message Waiting Light** – Depending on the network and telephone handset's functionality, a light flashes on the handset when a new message is received.



If you are unsure that your network supports this option, please contact the Service Desk.

- **Pager** – The system sends an alert to your pager.

3 SERVICE MANAGEMENT

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

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 are assigned for each service created. This phone number is used in the following contexts:

- As a divert phone number for unanswered or busy calls for desk or mobile telephones
- As the fax number
- As the phone number users call to retrieve and manage their messages

Once provisioned, smartnumbers informs the authorised customer contact that the service is ready for use.

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

► *For more information, see "Password policies" on page 11*

5 TECHNICAL REQUIREMENTS

This section provides information about technical requirements of smartnumbers mail.

5.1 Capacity

There is no maximum limit for the length of a voicemail message. Neither is there a limit on the size of the mailbox or the number of voice or fax messages that the user can have at any time.

Read messages are stored for up to 30 days. However, users can save messages for as long as they require. Messages can also be archived to the user's email address.

5.2 Infrastructure and integration

The service can be accessed from any telephone handset, on any national or international telephone network.

The service includes notification of messages through SMS, email and Message Waiting Indication.



Message Waiting Indication is only available to Hosted Voice (Featurenet) customers with compatible handsets.

Call-backs can be made to any international dialable phone numbers, unless the customer requests any restrictions.

6 SECURITY

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

6.1 Password policies

Each user is allocated a unique ID and a password. Users can access their mailbox by dialling their mailbox number and entering their password.

Users can change their password through their telephone handset.



Passwords cannot begin with zero.

Users can also inform the Service Desk of certain locations (e.g. home or mobile) that they would like to set as trusted locations, from which users can call to access their mailbox without having to enter an ID or password.

7 ADDITIONAL SERVICES

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

7.1 Assistance for people with impairment

smartnumbers is a service that provides inbound calls to an organisation, and 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-accessibility-commitment.html>*

7.2 Directory services

A number, or prime number, within the number range allocated to a Customer and with the Customer's 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)** - Ensures contact details are listed in all BT's Directory products and services.
- **Directory enquiries only (DQR)** - Removes details from printed directories but retains them on Directory Enquiry services. This option prevents disclosure of the customer's address.
- **Ex-directory (XD)** - Removes details from published directories and prevents phone numbers 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.

7.3 Call Line Identity (CLI) for 999 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.

8 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.