



smartnumbers

dedicated directed recovery

Service Description

smartnumbers
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Intended purpose This guide provides details of the features provided by smartnumbers dedicated directed recovery.

Intended audience This guide is intended for prospective purchasers and administrators of smartnumbers dedicated directed 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

The smartnumbers dedicated directed recovery service is available to BT ISDN30e, BT One Voice SIP trunk UK and BT Featurenet customers.

The self-syndicating service is provided across any number of customer Sites contracting to the maximum number of channels required for the largest Site. When invoking the service, the customer chooses on which Site the service should be activated.

Customers can invoke the service on more than one site at any one time. However, using more channels than contracted may result in an additional charge for excess channels.

The dial plans contain phone numbers for all syndicated sites.

The smartnumbers dedicated directed recovery service ensures incoming voice, fax or data calls can be delivered Direct Dialling In (DDI) number by DDI number to alternative phone numbers during periods where buildings or offices become inoperable or inaccessible, or when the communications link to the serving local exchange, the Digital Local Exchange (DLE), is lost.

The smartnumbers dedicated directed recovery service is normally passive and suitable for all ISDN30e customers; only during an incident is the service active. At the time of an incident the service requires the customer to make a single telephone call to a 24 hour BT Service Centre to request the re-direction of all inbound calls to the service.

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

The service can work in conjunction with Dual Parenting which together provides protection against the failure of the DLE, the cable between DLE and the offices being protected, and the offices themselves.



This service requires BT iSDN30 Site Assurance, BT One Voice SIP trunk UK management or Featurenet Re-direct as a pre-requisite. All of these services are ordered separately from BT. They are used to re-direct calls to the smartnumbers dedicated directed recovery service.



The smartnumbers dedicated directed recovery service, as a prerequisite, requires that calls are being delivered on ISDN30e lines in order to guarantee that the original call information is preserved and passed to the service. Where older specifications of ISDN30 lines (DASS2) are used these must be upgraded. This may also require an update to the customer's equipment connecting to these lines.

BT Featurenet 1000 and 5000 lines are supported by the Featurenet version of the service.

- **Re-direction of voice, fax and data calls** – inbound calls can be delivered to alternative national or international phone numbers DDI by DDI. Calls to the original dialled phone number are re-directed by the service to an alternative phone number or fax service.

- **Dial plans** - the dial plans define how re-directed calls are handled for each DDI number. The customer can create multiple dial plans for different scenarios however only one dial plan can be in active mode at any one time. Up to five dial plans can be loaded into the service for activation at any time. Additional plans can be held offline. The DDI numbers for all the syndicated Sites using the service are contained within the dial plans.
- **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 a customer defined 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

The smartnumbers dedicated directed recovery service ensures incoming voice, fax or data calls can be delivered Direct Dialling In (DDI) number by DDI number to alternative phone numbers during periods where buildings or offices become inoperable or inaccessible, or when the communications link to the serving local exchange, the Digital Local Exchange (DLE), is lost.

2.1 Dial plans

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 any time, 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.

2.2 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.

Each Site covered by the service will have a shared Access Number, service ID and password.

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 simply pressing the corresponding number option on the handset, new calls will instantly begin to be diverted to the selected phone number. 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"
```

2.3 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.
- Once staff has 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.

2.4 Dial plan moves and changes

Dial plans may be modified by submitting a revised dial plan to the Service Desk. This is done by email or, where available, through the portal.

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 voicemail 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 Invocation

The service is an “always-ready” service, waiting to handle calls re-directed to it.

Re-direction occurs when the Authorised Contact calls the BT Service Centre, gives the appropriate security details and requests the invocation of the iSDN30 Site Assurance service, Featurenet Re Direct or the BT One Voice SIP trunk UK is configured to divert to the service. Each Site will need to have its own redirect service.

Once invoked, calls flow from the DLE to the Dedicated Directed Recovery service for onward routing based upon the activated dial plan.

2.10.1 Dial plan activation and selection

The Authorised Contact can invoke a dial plan at any time by calling the Business Continuity Administration service phone number or by 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 chose, individuals can be empowered to override their personal settings and “pull” calls to their current location.

2.11 Restoring normal service

When the customer is satisfied that normal service can be restored, an Authorised Contact must contact the BT Service Centre and request the BT iSDN30 Site Assurance service is revoked, Featurenet Redirect is reverted or the BT One Voice SIP trunk UK is restored to normal working.

3 REHEARSALS

The Service includes one Rehearsal per annum per site, carried out within Business Hours. Any Rehearsal outside Business Hours must be by written agreement will be subject to additional charges quoted at the time of the request.

4 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 for each Site will be sent out to capture this information.

After the smartnumbers dedicated directed recovery service has been provisioned, the Authorised Contact will be informed that the service is ready for use.



It is recommended that the Authorised Contact plans a rehearsal as soon as possible following notification that the service is ready for use.

Unless otherwise requested the service will be provisioned with the default behaviour of routing all calls to an announcement service. Callers will hear a generic announcement message, such as:

`"We are sorry but the person you have called is temporarily unavailable"`

The Authorised Contact will receive electronic copies of the user documentation and notification of the user ID(s) and password(s).



As a separate service, provisioning of the iSDN30 Site Assurance service is outside of the scope of this document.

5 SERVICE MANAGEMENT

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

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

Should 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. 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

5.1.1 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.

5.1.2 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 do the following:

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

6 TECHNICAL REQUIREMENTS

This section provides information about technical requirements of smartnumbers dedicated directed recovery.

6.1 Capacity

The service is ordered and configured based upon the number of channels the customer has requested. This will normally be the total number of channels at the largest Site that is to be covered by the contract.

Customers can invoke the service on more than one site at any one time. However, using more channels than contracted may result in an additional charge for excess channels.

The number of simultaneous calls equates to the number of channels required - 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 five plans at any one time. Any additional plans over and above these five plans will be held offline by the customer.

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

6.2 Infrastructure and integration

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

The service requires ISDN30e lines are used to connect the customer to the DLE.

The service operates with or without BT Dual Parenting.

The service requires Calling Line Identification Restriction (CLIR) to be disabled.

Where Carrier Prefix/Preselect is used the prefix must be set to divert calls over the incumbent carrier's network to the "deliver to number". For example the prefix 1280 must be used on the "deliver to number" by BT.

7 SECURITY

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

7.1 Password policy

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

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



Passwords cannot begin with zero.

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.