



smartnumbers announcement

Service Description

smart⁺numbers
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Document information

Date: 13 November 2015

Document ID: 9020111

Document version: 2-4

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

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

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 announcement service is a business-class announcement 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 announcement service has the following sub-services and capabilities:

- **Announcement phone number** – a phone number that callers contact to hear the recorded announcement.
- **Record announcements** – administrators can record announcements using any telephone.
- **Temporary announcement** – an alternative announcement played for the remainder of the day or until the administrator reverts to the normal announcement.
- **Management phone number** – a phone number administrators call to record announcements and to select which announcement is played.
- **Pre-recorded announcement** – pre-recorded announcements provided to the Service Desk can be used.
- **Service integration** – offer callers the option to access other smartnumbers services after listening to the announcement, for example, connect to a contact centre or leave a voicemail message.
- **Password protection** – service management has a unique password for secure access.
- **MI reporting** – Management Information Reports are optionally available upon request, and provide regular or one-off reports and service usage information.

2 SERVICE DESCRIPTION

smartnumbers announcement provides a phone number for callers to contact to hear a recorded announcement and, optionally, be redirected to another smartnumbers service. The smartnumbers announcement service can be managed using any telephone handset.

2.1 Announcement phone number

Each service is assigned an announcement phone number that callers contact, or are redirected to, to hear the recorded announcement.

2.2 Announcements

Administrators can record two types of announcement: a normal and a temporary announcement.

The normal announcement is played when callers contact the announcement service. When recorded, the temporary announcement is played for that day. Over night, the announcement reverts to the normal announcement.

Announcements are recorded using the service management phone number. Alternatively, the authorised customer contact can provide the Service Desk with a pre-recorded announcement.

If no announcement is available, a system announcement is played when a caller contacts the announcement phone number.

Administrators can select which announcement is played using the service management phone number.

2.3 Service management phone number

Each service is allocated a service management phone number and password. Administrators access the service by dialling this phone number and entering the password.

Administrators can use the service management phone number to record announcements and select which announcement is played.

2.4 Service integration

The service can be configured to provide callers with the option to transfer to two other specified smartnumbers services. For example, as part of the announcement, callers are offered the option to press 9 to be transferred to a contact centre, or to press 0 to leave a voicemail message.

Additional smartnumbers services that may be used with the smartnumbers announcement service such as the smartnumbers mail service are not included as part of this service.

3 SERVICE MANAGEMENT

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

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 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.

The authorised customer contact can provide the Service Desk with a pre-recorded announcement to be used with the service.

Phone numbers will be assigned for each service created. These phone numbers are used as:

- A phone number to call to hear the announcement.
- A phone number for administrators to call to manage the service.

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

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

► *For more information, see "Password policies" on page 9*

5 TECHNICAL REQUIREMENTS

This section provides information about technical requirements of smartnumbers announcement.

5.1 Capacity

Two announcements can be stored, the normal and temporary announcements. Each announcement can be up to 5 minutes long.

6 SECURITY

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

6.1 Password policies

Administrators must enter a password to access the service management. If the administrator already has a smartnumbers service, this can be associated with the announcement service. The administrator then uses the same password to access both services.



Passwords cannot begin with zero.

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

7 ADDITIONAL SERVICES

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

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.