



smartnumbers standard

Service Description

Document information

Date: 13 November 2015

Document ID: 9020104

Document version: 2-5

Copyright ©2015 Resilient plc All rights reserved

Due to continued product development this information may change without notice. The information and intellectual property contained herein is confidential between Resilient plc and the client and remains the exclusive property of Resilient plc. If you find any problems in the documentation, please report them to us in writing.

No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise without the prior written permission of Resilient plc.

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

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

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 overview	4
2	Service description	5
	2.1 Single Number	5
	2.2 Voicemail	5
	2.3 Web Services	7
	2.4 Fax mail	9
	2.5 Team availability	10
	2.6 CRM integration	10
	2.7 Reporting	11
3	Service management	12
	3.1 Service Desk	12
	3.2 Management Information (MI) reports	12
4	Provisioning	13
5	Technical requirements	14
	5.1 Capacity	14
	5.2 Infrastructure and integration	14
6	Security	15
	6.1 Password policies	15
7	Additional services	16
	7.1 Assistance for people with impairment	16
	7.2 Directory services	16
	7.3 Call Line Identity (CLI) for 999 calls	16
8	Introduction to Resilient plc	17

1

SERVICE OVERVIEW

The smartnumbers standard service supports flexible working, hot-desking, home and remote working and business continuity policies.

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 standard service has the following sub-services and capabilities:

- **Single Number** – One phone number which callers can call to reach the user wherever they are. Users can pull calls to any telephone handset on any dialable network.
- **Single mailbox** – The smartnumbers standard service offers an integrated business class voicemail system that users can access from any telephone handset, from their web browser, or from their email.
- **Voicemail** – The user's personal mailbox records and stores voicemail messages.
- **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.
- **Web Services** - Access your Web Services to view and manage all your calls and voicemail services, manage your personal settings, and define how your service will look and behave. You can find colleagues and customers on the directory with real-time presence information and fast communication buttons such as **Dial**, **Record**, **Text** and **Email** for individuals or groups.
- **CRM integration** - The smartnumbers standard service provides advanced customer services functionality, such as screen-popping and click-dialling of CRM records with rich CTI integration directly into business applications from any web-based contact management or accounts package.
- **Team availability** - Your smartnumber can be a member of one or more Virtual Teams and Virtual Queues, and you can quickly toggle your availability to take Team calls. The smartnumbers Administrator can define which Virtual Teams and Virtual Queues that you are active in.
- **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 standard service provides a Single Number service with an integrated business class voicemail and fax-to-email service.

The service integrates with CRM packages to provide a complete customer services solution.

2.1 Single Number

The Single Number service diverts calls to the user's current location anywhere in the UK or abroad. The smartnumbers standard service provides a phone number which callers can call to contact the user.

The Single Number service intelligently diverts unanswered calls to voicemail, a delegate or an operator (if one is specified).

Users can change their current location and manage their Single Number service with their telephone handset or using a web browser.

The Single Number service comes with the following features:

- **Call routing** – Users can set their location by using their handset or over the web, and calls are automatically diverted to the selected location.
- **Call availability** – Users can set how calls to their smartnumber are handled by using their handset or over the web. Their availability can be set to receive calls, divert to voicemail, or divert to a delegate.
- **Call introduction** – The service plays an introductory message to the user when they answer and gives them the opportunity to accept the call or not.
- **Caller display** – Hosted Voice (Featurenet) users see the caller's name (when this is known by the system) or CLI on the handset when they receive a call.
- **Missed and delegated call alerts** – SMS alerts which alert users to missed calls or calls to their Single Number that have been delegated to another user or team.

2.2 Voicemail

Users of smartnumbers standard have a business-class voicemail solution, which gives them access to their voicemail messages over the telephone and using their Web Services.

2.2.1 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.

2.2.2 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.

2.2.3 Copy 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.

2.2.4 Voice to email

Subscribers can automatically forward a copy of each new voicemail message to their email address.

This setting can be accessed through their personal mailbox, or through the web. If enabled, messages are sent to the user's email address attached as a .WAV file.

2.2.5 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.

2.2.6 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.

2.2.7 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.

2.2.8 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.

2.2.9 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 Web Services or 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.

2.3 Web Services

Web Services allow users to access and customise their service over the internet.

2.3.1 Web Service management

Subscribers can log on to their personal web portal through any web browser and manage their own service settings. Subscribers are able to define:

- **Location** – The location to which the user's calls are diverted. Subscribers can edit the phone numbers assigned to each location.
- **Availability** – How the user's calls are handled by the system.
- **Fax location** – Where the user would like faxes to be delivered to.
- **Team availability** – Whether or not the user is available to receive calls to any team of which they are a member.
- **Delegate** – Subscribers can nominate other users as delegates, and they can decide to divert calls to their delegate. Alternatively, callers can break out of voicemail and be connected to a user's delegate.
- **Recordings** – Subscribers can record permanent and temporary greetings which will be played to callers when they are diverted to voicemail.
- **Alerts** – Subscribers can configure their message alerts by using their Web Services.

Subscribers can ensure they have convenient access to the pages and functions they use most often by customising their web portal. The Services page enables users to decide which page they see when they first log in, which functions are available on the toolbar, and how their Web Services will display on different devices, e.g. WAP phone or PDA.

2.3.2 Web address book

Users can access an online searchable directory of colleagues, groups and contacts. Users can add contacts to the directory and create groups of contacts within the directory. As well as a system-wide directory, accessible to all, the system allows the user to organise their contacts under the following headings:

- **Call list** – A list of contacts selected by the user and used as a reminder list of people to contact.
- **Phone book** – A list of the user's most frequently used contacts. The user can add contacts to their phone book rather than search for them each time.
- **Private** – A list of contacts that are only available to the user.
- **VIPs** – A list of contacts who the user has set as VIPs. By making a contact a VIP, users ensure calls from that contact will be put through to their current location at all times, bypassing their availability settings.
- **Groups** – A user can create groups of contacts; this enables the user to email, or SMS, all of those contacts at the same time. The Address Book displays a list of any groups to which the user belongs.
- **Teams** – A team is a group of users which has its own phone number; calls to a team phone number are distributed across members of that team. The Address Book displays a list of any teams to which the user belongs.
- **Queues** – A queue is a virtual ACD (Automated Call Distribution); calls to queues are distributed across agents. The Address Book displays a list of any queues to which the user belongs.

When a user views the details of a contact or group, they can perform a number of actions:

- **Web dial** – Users can click a button to call the contact from their web browser. The system calls the user at their current location, then calls the required contact, before connecting the two parties.
- **Leave a voicemail message** – Users can click a button to leave a voicemail message for the required contact, or group of contacts.

- **Send email** – If the contact's email address is on the system, the user can click a button to send an email using their usual mail client, for example, Outlook.
- **Send SMS** – Users can click a button to send a text message directly to the selected contact or group of contacts.
- **Make VIP** – Users can add contacts to their VIP list.

The web directory gives users visibility of other users' location and availability, even when they are working remotely.

2.3.3 Visual voicemail

Subscribers can access their new, old and saved messages through their web browser, and control how each message is handled. A clear, simple interface gives them access to their messages with controls enabling them to listen to their messages. Subscribers who do not use voice to email can use their visual voicemail to archive, or save one or more selected messages.

2.3.4 Call control

Subscribers can use the Call Manager to control calls after they have been answered. Calls can be placed on hold to either answer a second call, divert the caller to a delegate or make an outbound call.

2.3.5 Call log

Subscribers are able to keep track of their calls by using their Web Services. The user is able to view details of calls they have missed, calls they have made using the service, calls they have received and a summary of all call activity.

- **Missed calls** – A list which displays the name or CLI of the person who called the user (when available), the date and time of the call, who the call was answered by and the time it took to be answered.
- **Made calls** – A list which displays the time at which the user made the call, and the name or CLI of the person they called.
- **Received calls** – A list which displays the name or CLI of the person who made the call (when available), who the call was intended for, the date and time of the call and the time it took the user to answer the call.
- **All calls** – A list which displays all the available information for each call made through the system and those calls missed or received by the user.

2.3.6 Online help

The Web Services include a context sensitive online help system to help the user use the system.

2.4 Fax mail

Users receive a mailbox number which can accept faxes. Faxes can then be delivered to users in a number of ways:

- **Email** – Users can select to have any faxes they receive automatically delivered to their email inbox attached as a TIFF file.

- **Send here** – Users can call their personal mailbox number from a fax machine, and select to have their faxes delivered to that machine.
- **Send to selected fax machine** – Users can call their personal mailbox from any telephone handset and enter the number of a fax machine to which they would like their faxes to be delivered.

2.5 Team availability

A smartnumbers Virtual Team is a group of users which has been allocated its own phone number. This is particularly useful for areas such as technical support or a sales desk. Calls to the Virtual Team are distributed to its members wherever they are.

Subscribers can be added to any number of Virtual Teams, and define whether or not they are available for team calls via their handset or their web browser.

2.6 CRM integration

The system's CRM integration has the following capabilities:

- Displaying a relevant CRM web page depending on certain parameters supplied with the inbound call.
- Dialing a phone number from a CRM page using the smartnumbers web dial facility.

The pop facility can be set up in any of the following ways depending on customer usage:

- Screen popping (CLI-based popping).
- Script popping (DDI-based popping).

2.6.1 Screen popping

The system recognizes incoming calls from callers by detecting the CLI passed and displays the relevant CRM page.

For example, caller Jane dials user Andy's Single Number to contact him. The system detects Jane's CLI and pops a CRM page with Jane's details.



Screen popping uses the CRM package's search facility to search for a particular record based on a phone number.

2.6.2 Script popping

The system detects the smartnumber dialled and displays a specified CRM page.

For example, caller Jane dials the Sales team's smartnumber. When team member Andy answers the call, the Sales account CRM page pops on his screen.

2.6.3 Web dial

Users can embed a URL within their CRM page which, when clicked, dials a phone number using the smartnumbers web dial facility.

Generally, CRM packages allow users to save a URL against a particular record or set up generic web dial URLs for all records. Where this is available, users can enter and save the

smartnumber's web dial URL, specifying the **Number to dial** field as used by the CRM package. Clicking the URL passes the dial request with the appropriate phone number to dial to the smartnumbers system, which then performs the web dial based on this information.

2.6.4 Supported CRM packages

Pop and dial is currently supported on Salesforce and Siebel.

2.7 Reporting

The smartnumbers standard services offer you the ability to analyse your call answering performance using Management Information reports or Web Services call statistics.

- **Management Information reports** – A powerful tool for analysing the performance of your business, measuring the customer calling experience, and monitoring how, over time, the service improves as adjustments are made to processes, people and other resources.
- **Web Services call statistics** – Subscribers can see a log of all calls which involve you in some way, whether you are the caller, the intended recipient, or the actual recipient.

3 SERVICE MANAGEMENT

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

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.

The authorised customer contact must then choose between the following options:

- Choose a phone number type. The available phone number types are non-geographic (0844 and 0800), or geographic (e.g. 0203, 01285 etc)
- Agree to Port existing DDIs or phone numbers to the smartnumbers service.



Not all DDIs are suitable for porting. Hosted Voice (Featurenet) customers may keep their existing phone numbers without needing to port.

The authorised customer contact must provide the user information required to build the service. A provisioning form is sent out to capture this information.

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

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



For security purposes passwords must be changed immediately following the instructions provided.

5 TECHNICAL REQUIREMENTS

This section provides information about technical requirements of smartnumbers standard.

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.

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

5.2 Infrastructure and integration

The service enables the user to pull calls to any national or international dialable phone numbers and makes no assumption about infrastructure.

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

Web Services can be accessed from any device with a compatible web browser.

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.

Faxes can be delivered to any fax machine on any dialable national or international network, or to an email address as an attachment in the TIFF format.

The smartnumbers standard service supports CRM integration with Salesforce and Siebel.

5.2.1 Web Services

Web Services may be accessed from a web-enabled device. The following is the recommended client software for use with smartnumbers services.

- **Java (JRE)** - Version 5.0 Update 14 (When viewed through Control Panel > Add or remove programs)
- **Microsoft Internet Explorer** - Version 6 SP2
- **Microsoft desktop OS** - Windows® XP (or later) with SP2

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 that are used to access their Web Services. Users can access their mailbox by dialling their personal mailbox number and entering their password.

Users can change their password through their telephone handset or Web Services.



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 standard.

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.