

Smartnumbers Control

Delivering enhanced business continuity and de-risks office moves and technical migrations to ensure you never miss a customer call.

No matter what disrupts your organisation, ensure your voice network stays secure, reliable and compliant with Smartnumbers.





De-risking business transformation

Migrate to SIP or full cloud with complete peace of mind

- **Keep your numbers when your office moves location:** Simply and cost-effectively take your business phone numbers when you move, avoiding any potential disruption to incoming calls that could cost you customers.
- **Manage a risk free technical migration:** Whether you're migrating to Unified Comms, SIP or a cloud-based contact centre, we have the technical expertise to ensure you are always able to answer calls.
- **Simplify your number management:** Remove the complexity of managing number ranges, even if they are from multiple network operators, by simply redirecting calls to where staff are working.



Enhanced business continuity

Never miss a call again with Smartnumbers enhanced business continuity

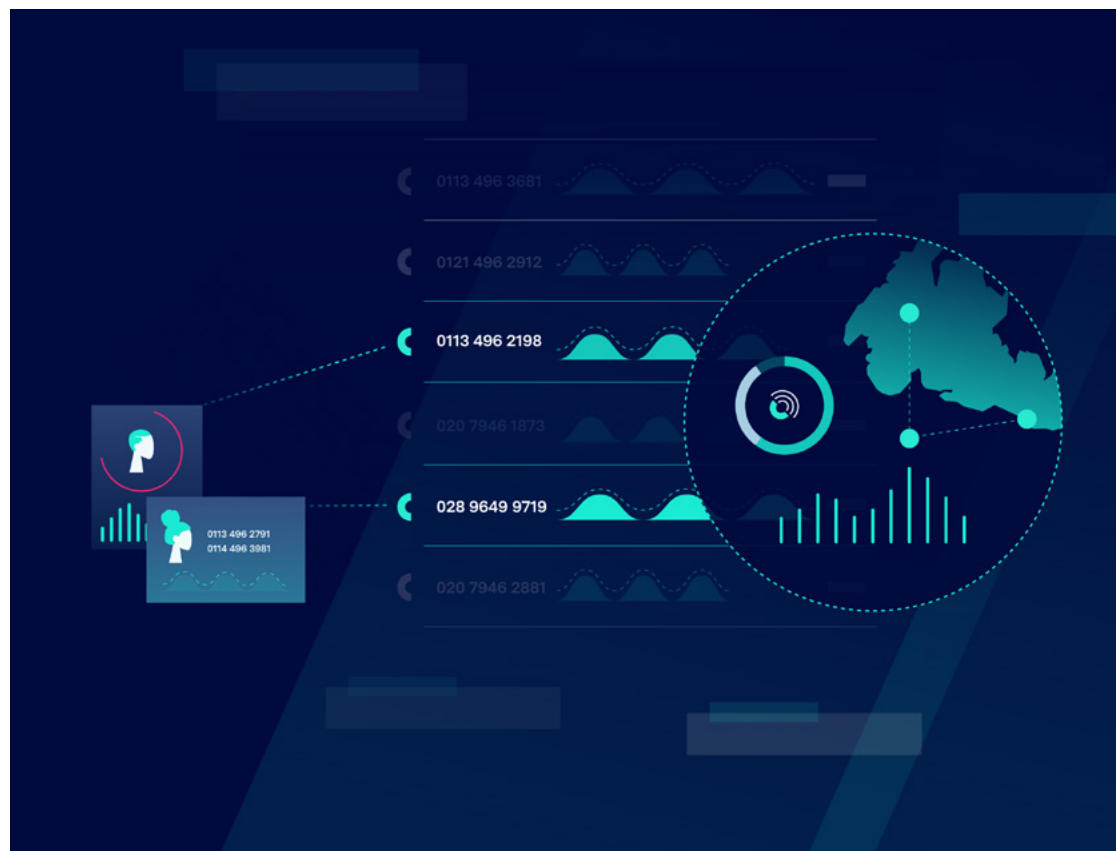
- **Ensure business continuity:** In the event of a telecoms outage, equipment failure or if you are unable to gain access to your premises, we ensure your network stays secure, reliable and compliant, meaning you can continue to answer customer calls.
- **Make sure you never miss a call:** Pre-define alternative routing of calls in the event of a failure, outage or adverse event, setting parameters about where calls will automatically be diverted in different scenarios. And, for added peace of mind, automatically reroute incoming calls when a failure is detected.
- **Stay in control:** Gain complete management of your incoming calls, so you can instantly divert calls or override contingency plans from wherever you are.
- **Use real time data to identify vulnerabilities:** Identify trends or unusual spikes in activity by having access to real-time statistics about your incoming calls. Create graphs and reports to investigate vulnerabilities in your network, so you can eliminate them, and ensure calls are always delivered.

Secure web portal to manage your calls

- Granular control of your inbound calls, down to the routing of each DDI.
- Create dial plans to pre-define call delivery during periods of disruption.
- Set announcement messages informing callers of any disruption giving you time to relocate to an alternative location.
- Optimise for use on desktop and mobile devices, so you can instantly switch dial plans while in the office or away from your desk.

Real-time call analytics

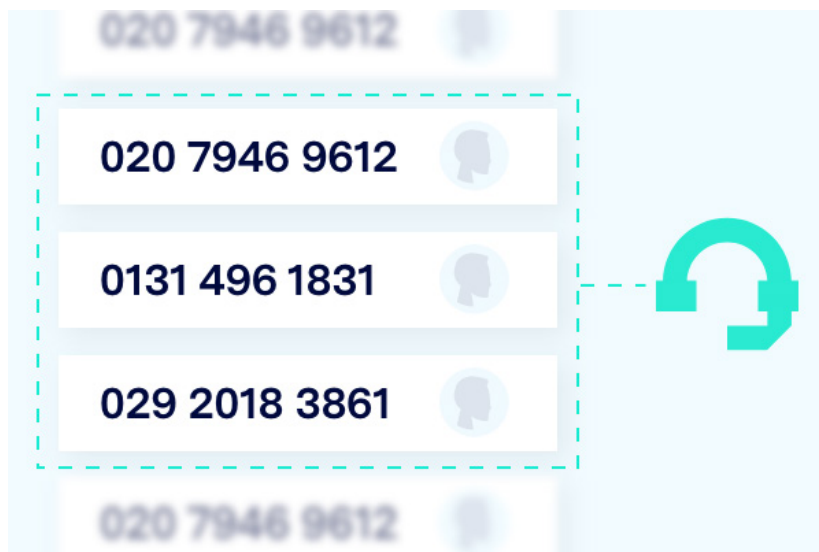
- Real-time insight for incoming calls, including total call volumes and a summary of the calls that have been automatically rerouted because we detected a fault with the destination.
- Download details of calls that were rerouted to investigate vulnerabilities in your network.





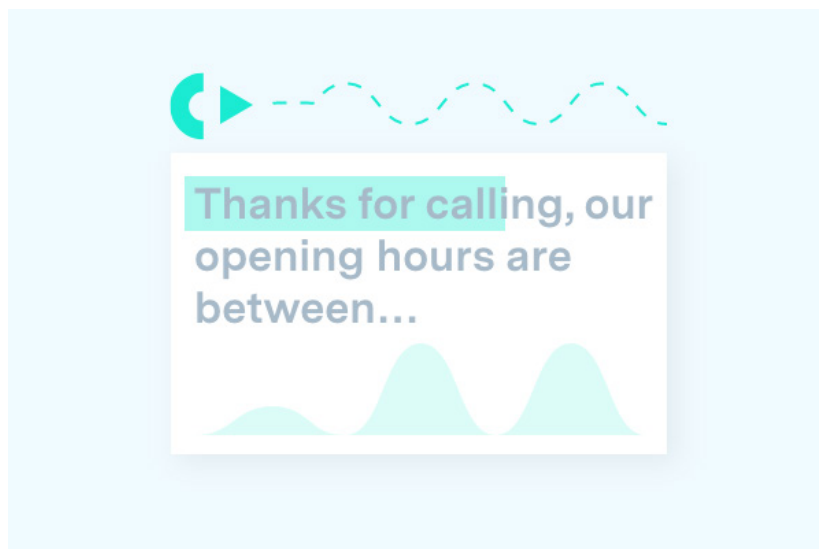
Automatic call diversion

- Monitor every incoming call, automatically redirecting calls if a network failure or congestion is detected.
- Redirect calls until the problem is solved.
- Deliver at least 99.999% reliability.



Dial plans

- Route inbound calls to any dialable telephone number.
- Create up to 9 dial plans to control routing in different scenarios.
- Manage call routing by time of day or week.



Auto-attendant (IVR)

- Provide an Interactive Voice Response (IVR) to help route callers or play announcements to provide information such as opening hours or reassuring messages during disruptive events.



Smartnumbers. One product, many capabilities.

Smartnumbers Control delivers enhanced business continuity and de-risks office moves and tech migrations to ensure you never miss a customer call.

Smartnumbers Protect prevents fraud in the contact centre by identifying suspicious calls and authenticating legitimate customers before you answer. This enables you to divert suspicious calls to specialist teams and create a frictionless caller experience for genuine customers.

Smartnumbers Record records calls for business best practice or compliance. Recordings are stored securely in the cloud for as long as you need, depending on your data retention policy, or to comply with regulations such as MiFID II, which require you to store recordings for seven years.



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