

Protect contact centre services with BT smartnumbers

Protect your business against disruption to your contact centre services

It's the common disruptive events such as power failures, office moves, damage to the local telephone exchange links, or transportation strikes that can prevent staff from being able to reach their normal place of work.

BT **smart**numbers removes the risk from common, and not so common disruptions that may impact the ability of your staff to continue to receive and handle calls made to your contact centre golden numbers.

A matter of compliance

With the Civil Contingencies Act 2004 and the Code of Practice for Business Continuity Management BS25999, the need for organisations to ensure continuance of the supply chain and provide duty of care to staff in the event of business disruption has moved up a gear in the boardroom, it's now a matter of compliance.

Continue to deliver services

Your contact centre staff may provide a critical service to your customers. You have invested in specific golden numbers to ensure your business is the first on your customers' minds when they require a service in your chosen market.

In the event your contact centre office becomes inoperable there is no reason why your customers need to be affected. With BT **smart**numbers you can choose to automatically re-route calls to a sister contact centre, to a DR centre or even allow staff to handle calls from home. Protecting your staff, your brand and your reputation.

Reduce the cost of business continuity

BT **smart**numbers avoids the cost of building redundant assets such as a mothballed call centre or dedicated recovery site. Should an office become inoperable, or transportation issue occur, a strategy that enables staff to continue to work and receive calls wherever they chose is not only cheaper, it is also much more effective. Common disruptions become less serious and the impact upon staff is reduced if you avoid the need to train and then relocate staff to expensive backup facilities.



Smooth office relocation and reorganisation

Today's agile organisations are reshaping their workforce and their requirements for office space. Whether relocating to more cost effective premises, refurbishing existing offices, or supporting hot-desking and home working initiatives, businesses are demanding greater flexibility in how, and from where, staff operate.

BT **smartnumbers** can help you manage change and help you retain your existing telephone and fax numbers.

On demand, anywhere

As a virtual contact centre there is no investment in hardware, software or infrastructure. On demand means it is instantly available when you want it and where you need it. Staff, agents, counsellors and specialists simply log on from any phone, in the office, at home or abroad to immediately handle calls.

Empower staff through resilient working practices

With BT **smartnumbers** your staff can be empowered to work from any location so that day to day processes can be maintained and calls or faxes can continue to be handled as normal.

Wherever possible your staff should be able to react to disruption as 'business as usual' – for example if there is an office power failure they should be able to work from an alternative office or from home. With BT **smartnumbers** calls made to contact centres can be delivered without geographic limitation or reliance upon any one type of network or device.

Benefits at a glance

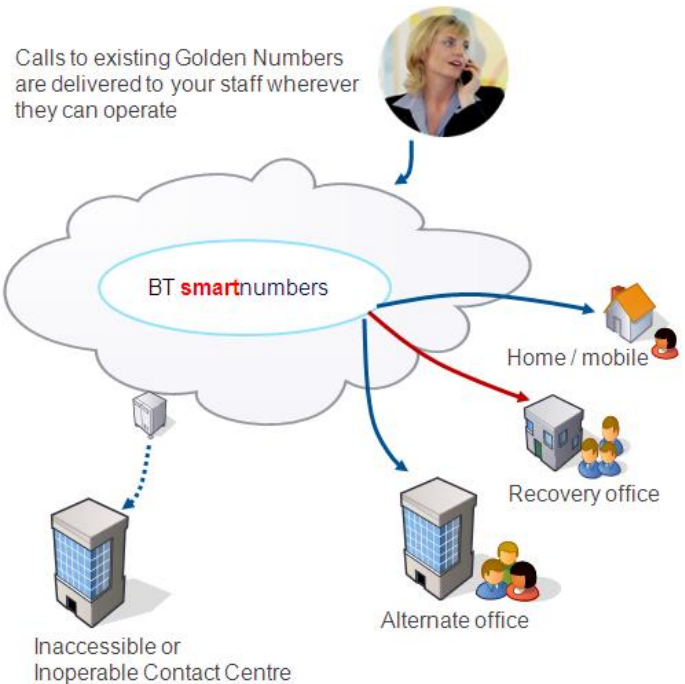
- On-demand contact centre that can deliver calls to agents anywhere, without limitation
- Protects golden and non-golden numbers
- Reduces the cost of business continuity and avoids CAPEX
- Avoids duplicate infrastructure, processes or systems
- De-risks office moves and refurbishments
- Overcomes geographic location and capacity limitations

Offices worldwide

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