

smartnumbers are a range of cloud-based services trusted by public and private organisations of all sizes to add flexibility and resilience to their communications.

smartnumbers enable you to easily embrace flexible work styles by adding a number of features to your mobile communications, without the need for network, handset or infrastructure changes.

1 Enable BYOD

Many organisations have adopted BYOD programmes because staff want to use the device they're most comfortable with and corporate devices can be costly to provision.

But employees don't want to use their work number for personal calls, and vice versa.

With smartnumbers there is no need for employees to carry two separate phones – the simple service allows individuals to use one mobile number for personal calls and one for business, on the same device.

This means business and personal calls can be kept completely distinct on one phone.



2 Record all business calls

Your organisation may have to record business conversations for compliance and monitoring purposes.

This can be a challenge when you have a large number of employees needing to record their calls across different devices.

With smartnumbers you can cost effectively record all calls made to and from the business number, from any device, whether corporate or personally-owned, and store them in the secure cloud vault.

And because only calls from the individual's smartnumber are recorded, there is no risk of listening in to personal calls and being in breach of privacy law.



3 Record on demand

Not all organisations record all their calls automatically, but whether it's for training, dispute resolution or note taking, there are many reasons why you might want to record and play back a mobile call.

smartnumbers enables you to instantly record a mobile call whenever needed, then automatically and instantly receive the audio file in your email inbox.

If you decide to record the conversation but haven't selected the 'record' option, you can tap it at any time to record the entire conversation from the start.



4 Split bills

It's common for organisations to allow staff to use a business phone for personal calls. When calculating phone bills on a corporate provided device, business and personal calls have to be separated out or the company could be in breach of tax rules.

You can do this by calculating them at the end of each month, which might not be accurate, or by locking down the phone for business calls only, forcing staff to carry two devices.

Or you can use smartnumbers – it separates business and personal calls on any device, so it automatically charges personal calls to the individual, while business calls are charged to the organisation.



5 Answer calls on any device

Nobody wants to miss important business calls. But there are bound to be times when you are too busy to pick up a call, on a flight, or in a place with poor mobile signal.

smartnumbers ensures important calls can always be answered. If you are unable to pick up calls to your mobile for any reason, you can use smartnumbers to delegate calls to a colleague or team in any location, whether they are on a landline or another mobile device.

You can also send calls to a desk phone at your temporary location in the UK or abroad - all through the simple tap of a button within smartnumbers mobile.

