resilient plc

Protecting critical numbers, never miss a call

Can you afford to miss a call?

If you rely on your phone lines to run your organisation, a sudden loss of inbound calls will damage your revenue generation and the reputation of your business. Damaged phone lines, technical failures in your local telephone exchange or a flood that stops you from accessing your offices can cause severe disruption. If a disaster strikes your organisation, how will you answer calls?

smartnumbers is a cloud-based telephony service that puts you in control of calls into your organisation. The service works with your existing telecoms infrastructure to enhance call routing and provide protection against network failure, adverse weather or other emergency situations.

Without the need to deploy new hardware or software, smartnumbers delivers 99.999% reliability. It's why smartnumbers is used by UK emergency services to protect their 999 calls and eight of the top ten global investment businesses to protect calls to their traders.

All calls through smartnumbers are monitored and automatically divert when a failure is detected. Alternatively, it is possible to activate predefined call plans manually at any time.

Benefits

- **Never miss a call with automatic call diversion:** smartnumbers continuously monitors call delivery into your business, detects any failures in the voice network preventing successful call delivery, and then automatically diverts the call to your specified secondary number to navigate the problem.

- **Disaster recovery plans:** Use the web portal to create custom dial plans to control where calls to each of your telephone numbers should be delivered during disruptive events.

- **Personal control:** During disruptions, employees can override an active disaster recovery plan and pull calls to the telephone they are using at that time. This will ensure callers always reach the intended person, regardless of where they may have to work from during the emergency.

CAMBRIDGESHIRE FIRE & RESCUE SERVICE
Working together to improve community safety

"The smartnumbers service, coupled with other resilience mechanisms, now means we are as disaster-proof as it is possible to be."

Teri Seaber,
Group Commander Joint Fire Control, Cambridgeshire and Suffolk Combined Fire Control

Features in-depth

Secure web portal to control your inbound 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.
- Dial plans can be invoked through the secure portal and instantly divert calls.
- Bulk changes can be designed offline and uploaded via the portal.
- Set announcement messages informing callers of any disruption giving you time to relocate to an alternative location.

Dial plans

- Route inbound calls to any dialable telephone number.
- Create multiple dial plans for different scenarios.
- Up to five dial plans can be loaded into the service for activation.
- Additional dial plans can be stored off-line.

Invoking dial plans

- Invoke dial plans at any time via the web portal or any telephone to instantly re-route calls.

Automatic call re-direction

- smartnumbers monitors calls and automatically redirects them when a network outage or congestion is detected.
- smartnumbers automatically routes calls to the original location after the disruption has cleared.

Personal override

- Authorised staff can divert calls to their current location.
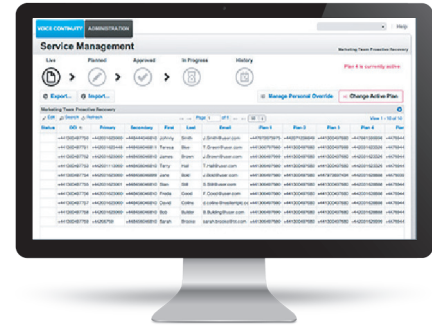
Requirements

Network

As a cloud-based service no additional software is required. Existing numbers will be "virtualised" by initiating a Block Transfer (or Port) to the smartnumbers cloud or new numbers can be issued.

Hardware

As a hosted and fully managed service smartnumbers control does not require any additional hardware to be installed on-site or at the local exchange.