smartnumbers

Keeping you in control of your voice communications during COVID-19

The Coronavirus pandemic is fundamentally changing how organisations run their operations. Change that would normally take years is now having to be implemented immediately, placing demands onto communications infrastructure that are not designed for such agility.

There is an urgent need for organisations to adapt to keep people connected and to continue answering critical calls.

New challenges have emerged such as routing calls to employees who are working from home, planning how to deal with an influx of calls for those delivering essential services or staying compliant by recording calls even while employees work remotely.

Answer business calls when working at home

The situation and government guidance is continuously evolving affecting where and how employees work. Control calls coming into your organisation to ensure they are effectively managed and you adapt to the changing situation.

Smartnumbers is network agnostic so you can route calls to any number, be that a mobile, home phone or unified communications platform. Calls can be automatically and instantly redirected to alternative locations or an announcement message if your operations are overwhelmed.

Maintain compliance for remote workers

Industry regulations may mean that your organisation is required to record calls to your business but cannot scale to the sudden need for employees to work from home.

Smartnumbers enables you to securely and reliably record business calls to employees' home or mobile phones to meet regulations such as MiFIDII.

Monitor your voice communications

Ensuring calls are being delivered to employees is difficult while working remotely. Real-time reports provide insight into your call traffic and ensure that your communication infrastructure is running as expected.

Fast and simple set-up

Quick implementation gives you control of your voice communications in days not months. Smartnumbers is cloud-based and network agnostic so works with your existing voice infrastructure.

How Smartnumbers helps

Smartnumbers portal to control your inbound calls

- Enables you to design, review and edit dial plans.
- Bulk changes can be designed offline and uploaded via the portal.
- Announcement messages can be recorded via the portal.

Automatic call diversion

- Smartnumbers monitors every incoming call, automatically redirecting calls if a network failure or congestion is detected.
- In the event of call redirection, all calls will be handled in the same way until the problem is resolved.
- Without the need to deploy new hardware or software, Smartnumbers delivers at least 99.999% reliability.

Reports

- View graphs showing real-time call volumes and rerouted calls so you can identify trends or unusual spikes
- Drill down and download the details of calls that were rerouted to investigate vulnerabilities on your network.

Record business calls and texts

- Enables compliance with regulations such as MiFID II and FCA COBS 11.8, including the requirement to record mobile calls and SMS, even on privately owned phones.
- Personal calls and SMS are not recorded.

Answer your mobile calls on other phones

- Route mobile calls to any phone to overcome issues with poor mobile signal.
- Divert calls to a delegate or voicemail when busy or unavailable to ensure mobile calls are always answered.

Compliant storage

- Smartnumbers Vault is a secure, read-only archive which provides long-term storage.
- All data, including recordings and metadata are encrypted in transit using TLS and at rest using AES 256.