

# Protect critical numbers, only with BT smartnumbers proactive recovery.



BT smartnumbers is a cloud-based telephony service that enables you to remotely manage how telephone calls are delivered to your organisation, DDI by DDI. The service works with your existing telecoms infrastructure to enhance call routing and provide protection against network failure, bad weather or other emergency situations.

Without the need to deploy new hardware or software, BT smartnumbers delivers 99.999% reliability. Indeed, BT smartnumbers is used by UK emergency services to ensure compliance with the Civil Contingencies Act.

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

## Benefits

**Improved resilience:** Removes single points of failure between the local BT exchange and your PBX.

**Flexible number management:** During disruption, you have complete control over how you divert incoming calls.

**Safeguard numbers:** Direct where your calls go in an emergency.

**Civil continuity compliance:** Complies with the Civil Contingencies Act.

**Control and continuity:** Operate via a powerful web portal, and redirect calls to staff at any location, on any network.

**Cost saving:** Consolidates locally delivered ISDN and exchange line infrastructure, reducing capacity requirements and costs.

## Features

- **Web portal:** The Smart Business Portal enables you to manage your voice continuity services from multiple devices.
- **Dial plans:** Design multiple voice plans and control where calls go in a business continuity scenario.
- **Divert calls:** In an emergency, divert inbound calls to a predefined alternative number, DDI by DDI.
- **Invoking dial plans:** Activate predefined dial plans via the web or from any phone.
- **Personal override:** Authorise employees to override the active dial plan and 'pull' calls to wherever they are.

Find out more at:

020 3162 3030

[btsmartnumbers.com](https://btsmartnumbers.com)