Top 5 benefits of smartnumbers for fixed-line telephony

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 businesses to enhance their existing telephone systems and take control of their numbers in a variety of ways — here's how.

1 Greater resilience

Whether it's an unplanned disaster or a move of premises, many things can disrupt your organisation's phone lines and affect your ability to answer calls from customers and suppliers.

smartnumbers are trusted by a wide range of private and public sector organisations to give them peace of mind that their calls will always get through to the right person.

The services add an extra layer of resilience to your phone lines, eliminating any single point of failure between the telephone network and your premises.

Because they work in the cloud to virtualise your DDI number range, they protect all calls regardless of the network or infrastructure you already have in place.

2 Automatic call diversion

Telecoms outages happen, but with smartnumbers all calls to your numbers are monitored for failures.

The smartnumbers service instantly detects if there is an outage in your local exchange or your telephone system can't deliver calls for any reason.

In the event of a failure, the service automatically diverts incoming calls to an alternative location.

Calls can be delivered to any fixed-line or mobile number, and the smartnumbers service works seamlessly behind the scenes so callers will not even notice there's been a problem.

3 Call diversion control

Business can be unpredictable; snow, floods, traffic problems; any number of events could prevent you from getting into your office and carrying on with business as usual.

If you can't get to your premises or backup location for any reason, smartnumbers give you the flexibility to pick up calls on the go.

The service allows authorised staff to set up to five custom dial plans for different scenarios, which can be manually invoked at any time.

This can be done via the easy-to-use web portal or from any phone, so you have complete control over where your calls are delivered, wherever you happen to be.

4 Number retention

Should you move premises, smartnumbers enable you to keep your geographic numbers anywhere, giving you one less thing to worry about during a move.

With smartnumbers, you can keep the geographic numbers your customers know and trust, wherever you are.

The service gives you the ability to control each number on a DDI by DDI basis, so you have the flexibility to repoint your numbers individually. This enabling you to move people in phases while ensuring calls to your numbers can be answered during the process.

5 Agile working

With smartnumbers, authorised individuals can instantly override pre-set dial plans at any time to 'pull' calls to anywhere, whether an alternative site, home number or mobile number while on the move.

smartnumbers allow you to answer calls to your fixed line number no matter where you are working.

Calls can be re-directed to staff at any location via a simple to use web portal or via any phone. And even if working from home or a mobile, your organisation's chosen numbers are automatically presented to callers.

The service works with any hardware and infrastructure already in place, so there is no need to rely on additional technology.

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