

# Business mobile numbers for BYOD sales organisations.



If you are implementing a BYOD strategy, chances are that your sales team will be one of the departments at the forefront of the deployment.

Mobile sales people need to be able to access all relevant information at all stages through the sales process. This often means accessing systems and information whilst on the road, from home or during meetings, and allowing them to do that from their device of choice makes it easier and quicker for them.

Regardless of which device they are using, you need to provide them with the right set of corporate apps that help them stay productive. But whichever apps you provide, they should be easily accessible and simple to use without compromising user privacy or corporate security.

Arguably the most important method of communication during the sales process is mobile calls. When a lead needs an immediate answer to a question they will normally call, and if they can't reach your sales people that gives the competition an advantage.

Being able to use a personal mobile phone for business calls used to mean that the sales person needed to either use their personal phone number – with all the complications of expensing business calls and your sales people taking leads with them when they leave to join another firm – or relying on VoIP with the attendant

problems of calls cutting out and being overridden by incoming GSM calls.

No more. BT smartnumbers mobile provides a second GSM 07 number on any smartphone, controlled by an app. This second number has a range of business grade functions such as call delegation, recording, redirection, and integration with leading mobile CRM platforms.

Business calls are charged to the business and when staff leave or change roles you simply pass the number to their replacement. Mobile numbers have finally come of age.

BT smartnumbers has been widely adopted by many of the UK's largest public and private sector organisations; including most major financial businesses, defence and other government departments.

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## Key features:

### GSM quality calls

- A true business class GSM service, in bundle with all UK mobile operators.
- Ensures the highest call quality and availability wherever there is a mobile signal.
- Avoids the need for softphones, VoIP or other low quality call services.

### Dual persona

- Manage communication to your separate business and personal identities on one mobile.
- Keeps personal calls personal, while adding business class services to business calls.
- 'Call Whispering' allows you to identify whether a call is being made to your personal or business mobile number before you accept the call.

### Call delegation & multiple greetings

- Delegate calls to a colleague or team when busy or unavailable.
- Create different greetings to inform callers when you are busy, travelling or on holiday.

### Call redirection

- Redirect calls to any phone (fixed, mobile, VoIP) when out-of-range or roaming.
- Protect against failures in the mobile network, including Access Overload Control (ACCOLC).
- Guaranteed call delivery, wherever you are.

### Business call recording

- Choose whether to record calls for training and monitoring purposes, note-taking, personal convenience or dispute resolution.
- Call recordings are sent automatically to the users and/or a management business email account.
- Call recording may be initiated at any point during the conversation, and the entire conversation will be recorded.

### Contacts

- Separate your business and personal contacts on one device using a Cloud Directory.
- Select a contact to dial or send an SMS message.
- Presents the contact details of incoming callers.
- Make business calls directly from your CRM mobile app.

### Expense management

- Separate billing for each of the two numbers.
- Ensure the user is charged for personal calls, while business calls are automatically charged to the company.

Available on	Requirements
iPhone	iPhones running iOS 7.0 or above. Available to download from the App Store.
Android	Android devices running 4.0 (Ice Cream Sandwich) and above. Available to download from Google Play.
Network agnostic	BT smartnumbers mobile runs on all UK mobile networks. Calls made using BT smartnumbers mobile are in bundle on all UK mobile networks.

#### Offices worldwide

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