

# The enterprise mobile, only with BT smartnumbers mobile.



Built from the ground up to meet the demands of today's enterprise user, smartnumbers mobile works across all UK mobile networks, enabling you to keep your mobile number, your SIM and your iOS or Android mobile.

## Dual persona

**Two numbers on one phone:** Equips any iOS or Android mobile with a second GSM mobile number.

**Split billing:** Automatically charges business calls to the organisation while personal calls are paid by the user.

**Supports all mobile deployment strategies:** Available on both corporate-provided and personally-owned devices.

## Compliant call recording

**FCA and MiFID II compliance:** Comply to the stringent requirements of FCA COBS 11.8, even on personally-owned mobile phones.

**Cloud-based or premises-based storage and discovery:** Sends recorded conversations and SMS to either premises-based or cloud-based storage systems.

**Secure handoff of call recording records:** Uses Forced TLS to securely transfer call recordings and text messages.

## Team working

**Harness the power of teams:** Optimise call answering by managing office and mobile workers in teams.

**Policy management for team support:** Create teams of support staff, with policies and call routing.

**Delegate mobile calls to teams:** Ensure calls are answered at all times, even when staff are busy.

## Customer experience management with Salesforce.com

**Complete the 360° customer view:** Track in real-time your customer's engagement with your mobile staff in Salesforce.com.

**Track staff productivity:** Track all customer engagements via email, fixed-line and now mobile.

**Rich dashboard reporting and analytics:** Measure both the customer experience and staff productivity against targets and industry benchmarks using Salesforce.com's extensive dashboards.

## Increased resilience and security

**Leverage BT's most secure voice services cloud:** Routes all mobile traffic over the smartnumbers cloud with a 99.999% service availability guarantee.

**Protects against network outage or poor coverage:** Automatically routes mobile calls to a fixed-line or IP Client as you require.

**Protects against loss of mobile handset:** The mobile number, services and contacts remain stored in the cloud, so incoming calls or SMS can be handled from any device; fixed or mobile.

Find out more at:

020 3162 3030

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