



Be the business your customers expect

BT One Phone. The power of a phone system with the flexibility of a mobile.



Contents

Answer first time, every time

3

Call control for everyone

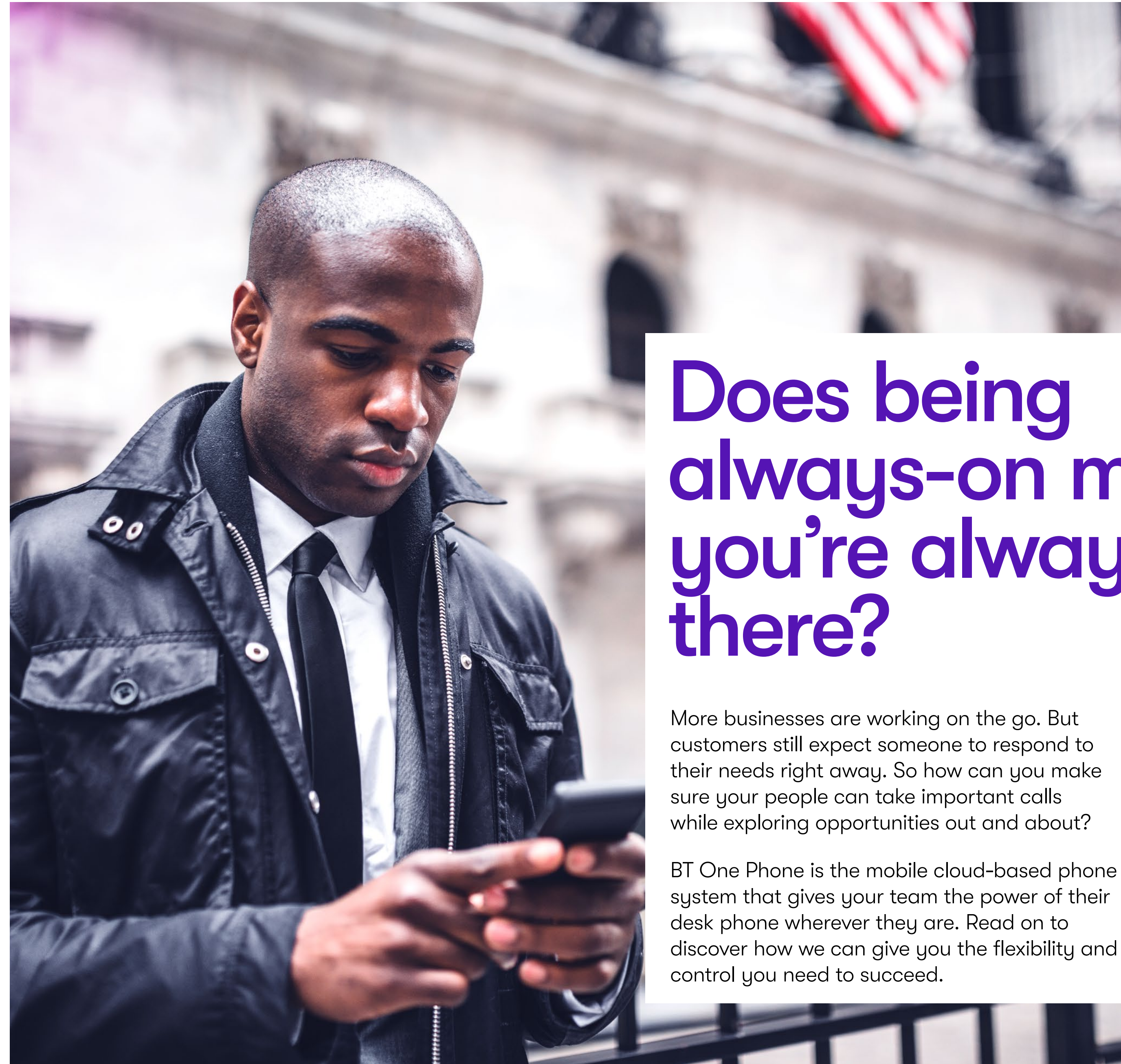
4

Keep things simple

5

Need a little extra?

5



Does being always-on mean you're always there?

More businesses are working on the go. But customers still expect someone to respond to their needs right away. So how can you make sure your people can take important calls while exploring opportunities out and about?

BT One Phone is the mobile cloud-based phone system that gives your team the power of their desk phone wherever they are. Read on to discover how we can give you the flexibility and control you need to succeed.

Answer first time, every time

If you're the kind of business with people always out and about or working at different offices, it can be tricky to keep up with customer calls. BT One Phone can fix that.

Better connect your customers

Route calls to specific teams, or based on people's location or skills, so they're always answered by the person best equipped to handle them.

Keep your business identity

Link all your devices to one customer facing number, which will always show whenever you dial out. And when customers call you back, they'll be put through to that same business number, no matter what device you called them on.

Check before you call

See if your colleagues are in a meeting, out of the office or on a call before you ring them. So you always call them at the right time.

Never miss an opportunity

The more calls you answer, the more sales you make. Taking your business with you on the go means you won't lose out on opportunities.





Call control for everyone

If your business is busy, it can be tough to stay on top of your calls. But our mobile phone system – and its online portal – keeps you in control. So you can focus on what matters most.

Manage your mobiles

No matter how many mobiles there are in your business, our online portal gives you real-time control over them all. It's easy to set up and remove users, and cancel and block SIMs. While a single voicemail for all devices makes it easier to stay on top of missed calls.

Empower your team

Employees can also manage their calls on the move, deciding where and when to take calls. They can even set specific times when only certain numbers can get through. Or switch off completely for time with family and friends.

Stay in budget

Caps, thresholds and alerts mean that there are no nasty surprises at the end of the month. There's just one monthly bill, with unlimited UK minutes and texts and a choice of data bundles to share.

Keep things simple

We know your business can't afford to miss a call. So we'll make your new phone system simple to set up, use and manage from the get-go. Our team will even design a system around your needs. Which means you'll get:

- a dedicated implementation team to manage rollout and set up training
- one contract and one supplier to make everything easy to manage in the future
- our dedicated helpdesk always on-hand if you need a little support.



Need a little extra?

As things change, you may need more. More features. More security. More control. You can add and remove extras as and when you need them.

Another level of security

MobileIron Cloud offers extra peace of mind. With password protection and remote wiping, it keeps your business data safe even if one of your phones falls into the wrong hands.

Pay less for roaming

If your company does a lot of business abroad, the cost of international roaming can make a huge difference to your mobile budget. For a small daily fee, you can use BT One Phone in over 40 countries, including China and UAE.

Improve customer service

Add call recording to help train your team, and keep up with standards and regulations. Recordings are stored safely in the cloud for you to reference later.

Get advanced features

You can add new hunt groups, voice prompts and queue management features to give your customers the best possible experience. You can even add your own Interactive Voice Recognition (IVR) call steering system.



General

Minimum period of service and Minimum Revenue Commitment applies. All onsite installations are subject to survey. Charges may go up during your plan. Terms and conditions apply. Full terms and conditions and Service Level Agreements (SLAs) can be found under the BT One Phone heading at business.bt.com/terms, under the Mobile Services dropdown.

Security

Mobile Security is delivered by MobileIron Cloud, details can be found at <https://www.mobileiron.com/en>

Real-time reporting

Reports and usage information is updated every 60 minutes on the BT One Phone Portal.

Route calls to the person wherever they are

This presumes the person is either at a fixed phone or they have mobile phone coverage.

First time, every time. Wherever they are.

Must be near the desk or mobile phone that is ringing, be able to safely answer the call and have sufficient mobile phone coverage.

Offices Worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

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