



# Make your phones work harder

Serve your customers better, get more done and protect your staff and office – just by improving your phone system



# Nowadays, a telephone system does more than just make and take calls

We offer a range of add-ons including voice recording, music on-hold and personalised greetings, and even linking your entry system to your phone.



## **Answer questions and solve disputes easily**

Listen back to calls and fix customer problems quickly and without fuss.

## **Protect your things**

Connect your building's locks to your phone system to stop unwanted visitors and keep your equipment – and your staff's belongings – safe.

## **Keep your customers happy**

Say hello to your customers the right way with greeting messages from voice-over professionals.

## **Train and protect your staff**

Use recorded calls to help your people serve your customers better and safeguard your staff against abuse.

## **Loud and clear**

Never miss a call with alerts that cut through even the noisiest office.

## **And get it all from one place**

We can give you everything you need, from installing your services to managing them.

# What we can offer you

We think your phone system should make it easier for you to pull the strings in your business. That's why we offer services that make life easier for your staff and customers.

## **Keep your customers interested with our music and messaging services**

No one likes being kept waiting. But our music and messaging service includes a library of on-hold music that will keep your customers on the line.

You can update it whenever you fancy freshening things up – and you can even use the opportunity to tell your customers about your latest products and services, if you like. Our service also includes professional greetings, so your customers know they're in good hands the moment they're connected.

## **Protect customers and learn new skills with voice recording**

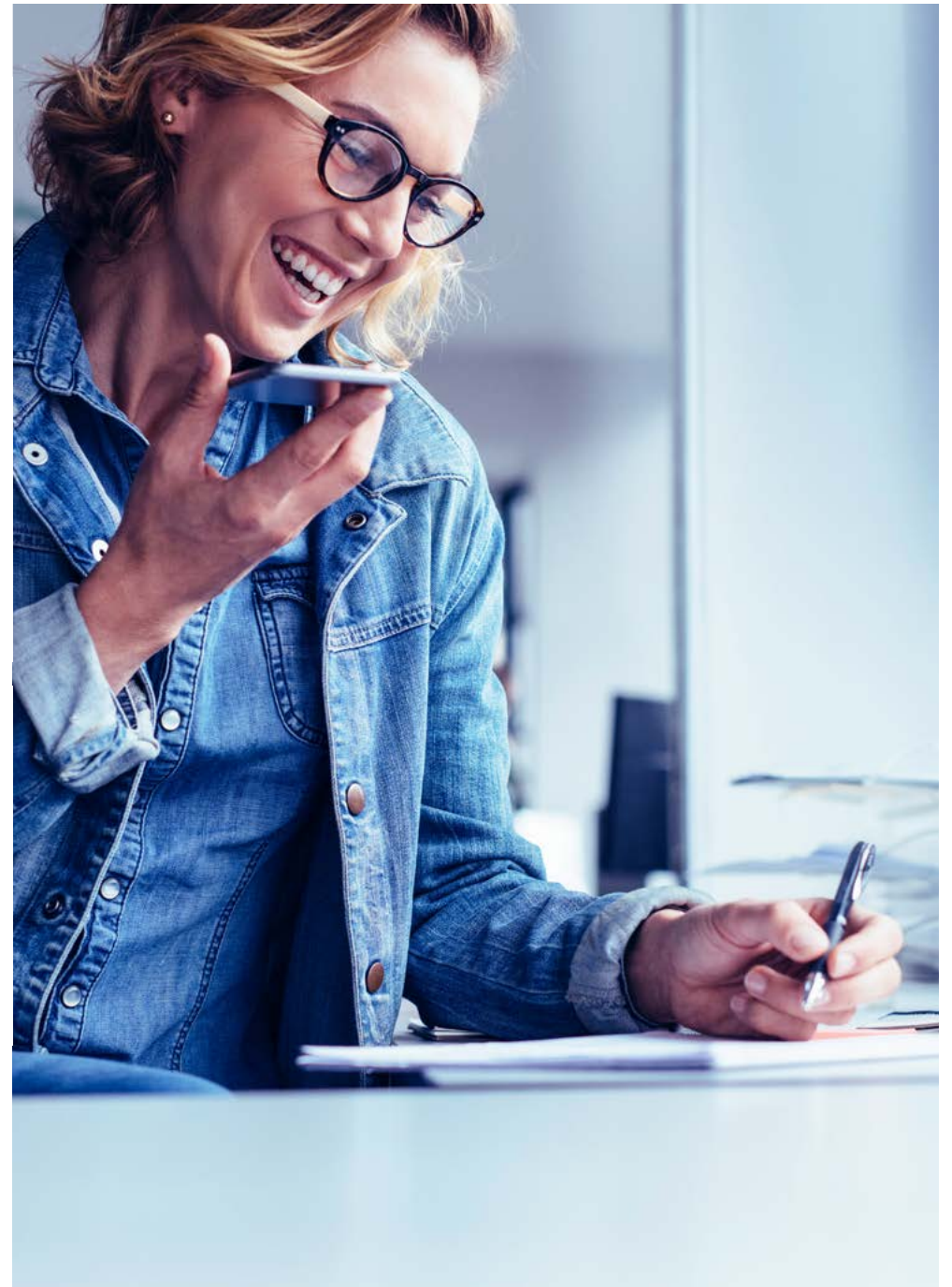
Record your conversations with customers. Then use real-life examples to help train your staff and fix issues that might come up during calls. Our service also helps you find and delete sensitive information, like credit card details, so you stay on the right side of industry guidelines like the PCI Data Security Standard.

## **Stay safe with secure access control**

Theft can destroy businesses. At the very least it's disruptive. We offer access keypads and building entry locks that link to your PC and phone systems (whether they're analogue or digital) so you can control who comes in. You can even install cameras and see who's knocking from your computer screen, so you won't need someone on reception 24/7.

## **Pick up every call with our audio and visual alerts**

Missed calls are frustrating. You never know who might have rung. Our range of alerts make sure you always know when someone's trying to get in touch. You can even install paging displays so you can send announcements from your phone or PA system – ideal for waiting rooms, for example.



# Get started today

Your customers are calling. Choose a phone system that can help you answer every time. To find out more visit [business.bt.com/products/business-phone-systems/on-premises/](https://business.bt.com/products/business-phone-systems/on-premises/)



## Offices Worldwide

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