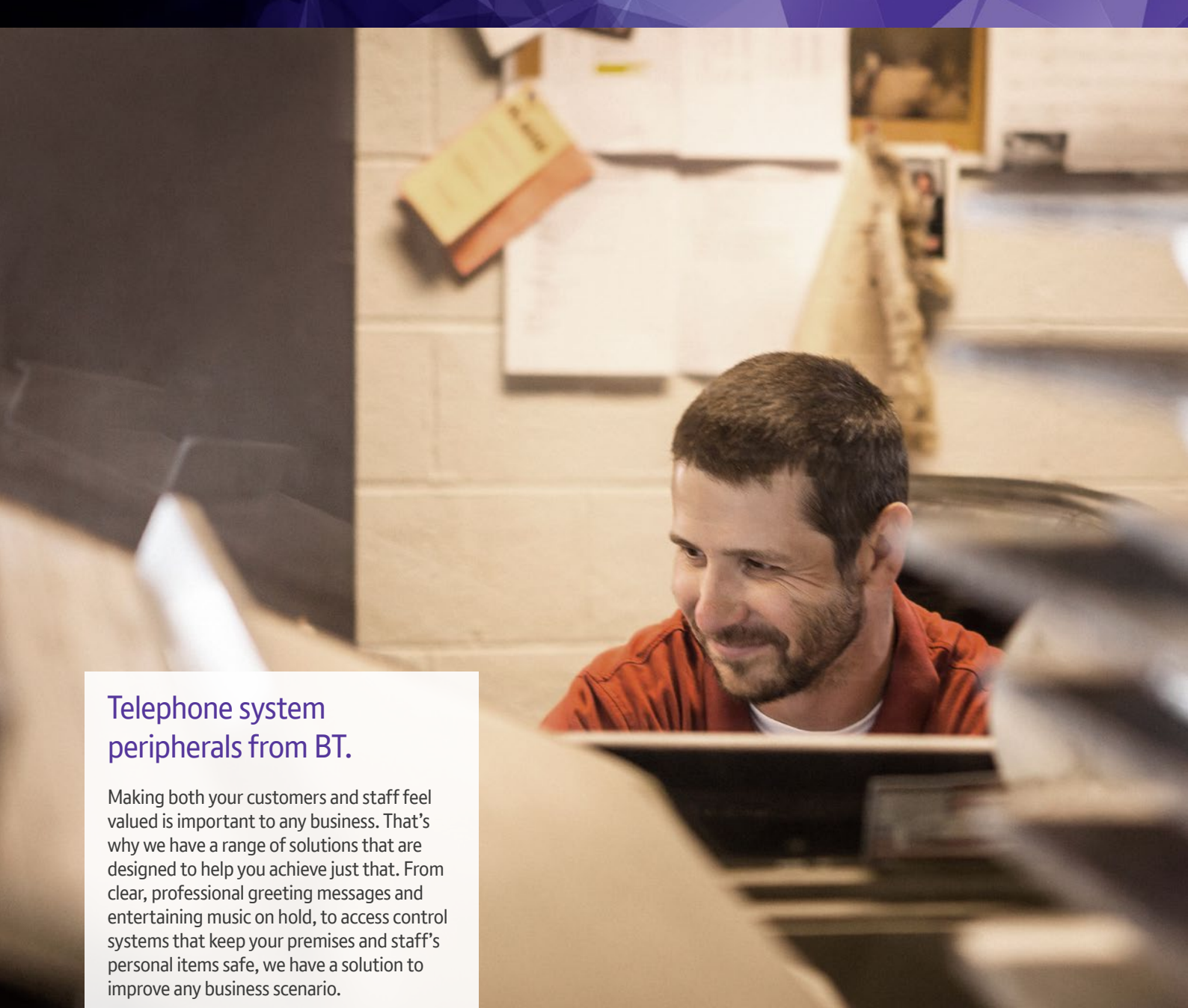


Simple business solutions from BT.

A range of telephone system peripherals designed to improve customer service, protect staff, premises and increase productivity.



- BT Music and Messaging.
- BT Secure Access.
- BT Voice Recording.
- BT Unified Communicator.
- BT Audio Visual solutions.



Telephone system peripherals from BT.

Making both your customers and staff feel valued is important to any business. That's why we have a range of solutions that are designed to help you achieve just that. From clear, professional greeting messages and entertaining music on hold, to access control systems that keep your premises and staff's personal items safe, we have a solution to improve any business scenario.

How can we help?

Query and dispute resolution – BT Voice Recorders make it easy for you to listen back to calls, review conversations and resolve issues quickly and without any fuss.

Staff protection and training – A BT Voice Recorder lets you playback calls for training purposes and can also help to protect them from any verbal abuse.

Protect your assets – BT's secure access control systems prevent unauthorised entry into your premises so staff, your organisation, and both company and personal belongings, are protected.

Desktop control improves efficiency – BT Unified Communicator links your telephone system, Outlook and supported CRM databases so staff can see who's calling before they answer. Not only that, they can make calls from their PC screen, send internal messages and transfer calls at the touch of a button.

Good customer service helps retain valuable business – Clear professional greeting messages or entertaining on hold music can help to manage caller expectations and presents an image of an efficient and professional organisation.

Effective and efficient communication – With BT audio visual solutions you can make a clear, audible announcements and visual indications into loud or noisy areas so staff can clearly see when a call is coming through.

One stop solution – We offer a one stop shop that includes the supply, installation, commissioning, training and real time monitoring as required so you have total piece of mind.

Maintenance – Three and five year maintenance options are available on all BT supplied and installed systems.

Create the right impressions.

Making your customers feel welcome is important. Having clear, professional greeting messages are a proven way to deliver higher rates of customer satisfaction.

1. BT music and messaging services.

Our BT music and messaging services let you create a positive image with professional greeting and on hold marketing messaging. And our digital memory playback devices mean you can change your copyright free music on demand. We offer a fully managed suite of services where music is regularly updated to keep it entertaining and fresh, and if you want to inform or promote your products and services, you can schedule these in as part of your marketing strategy.

See www.btstudioservices.com for further details.



2. BT Voice Recording.

We have voice recording solutions for businesses of all sizes. In addition to call recording, we can help with achieving PCI compliance, staff training and evaluation, extensive speech analytics and workforce optimisation reporting.

See www.btrecorders.com for further details



3. BT Unified Communicator.

BT Unified Communicator software connects a users PC desktop to the telephone system and a database / Outlook. This means you can see caller details on screen, dial from an address book, Outlook or CRM connect page as well as send and receive internal messages. Each user can view the status of their colleagues so they can manage calls accordingly.

The suite comprises both Windows and MAC desktop clients, an attendant console for complete company wide visibility and control plus Visual presence indicator upgrade options when staff are frequent web based call users.

See www.btunifiedcommunicator.com for further details



4. BT Secure Access Control.

We offer a range of single button and single button plus keypad solutions so you can have a complete access control system. It can be connected to analogue or SIP extensions and cater for visitor and staff access. They can be linked to BT installed lock mechanisms so users can control and activate them via a BT telephone handset.

In addition, selected units can be connected to internal cameras so images of visitors can be seen on the users PC screen before being granted access to the premises.



5. BT Audio Visual solutions.

We can offer Analogue and SIP Loud Ringing devices and LED Strobe units, that amplify a telephone ring and can flash simultaneously with the handset ring in noisy areas.

The paging units let users make announcements directly from their telephone handset into production areas or waiting rooms. It can help staff efficiency as well as improving their welfare with respect to health and safety. We also offer a range of IP paging systems or an interface that will connect existing PA systems to a new BT IP telephone system, if needed.



Features at-a-glance.

	BT Music & Messaging	BT Secure Access	BT Voice Recording	BT Unified Communicator	BT AV Endpoints
Provide professional greeting + On Hold messaging.	✓				
Provide copyright free music to entertain customers placed on hold.	✓				
Protects premises and personal belongings from opportunist theft.		✓			
Allows staff to deal with visitors via the convenience of the desktop phone and PC*.		✓			
Protects staff from physical or verbal abuse.		✓	✓		
Allows users to record what was said by whom and can be used to assist resolve disputes.			✓		
Allow organisations to achieve industry compliance via BT VR upgrade options.			✓		
Helps staff training via quality monitoring and screen capture upgrades.			✓		
Allows calls to be recorded on Android and IOS smartphones to premise based recorder.			✓		
Users can preview incoming callers, send messages & transfer calls via their PC.				✓	
Allows users to manage customer with CRM records more efficiently**.				✓	
Allows staff to efficiently communicate with colleagues via text or voice paging.				✓	✓
Allows staff to communicate with colleagues in loud and noisy environments.					✓
Can be supplied, installed and maintained by BT.	✓	✓	✓	✓	✓

* Excludes BT Visitor Phone.

** Via upgrade.

Offices Worldwide.

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