



Better your business with Cloud Work



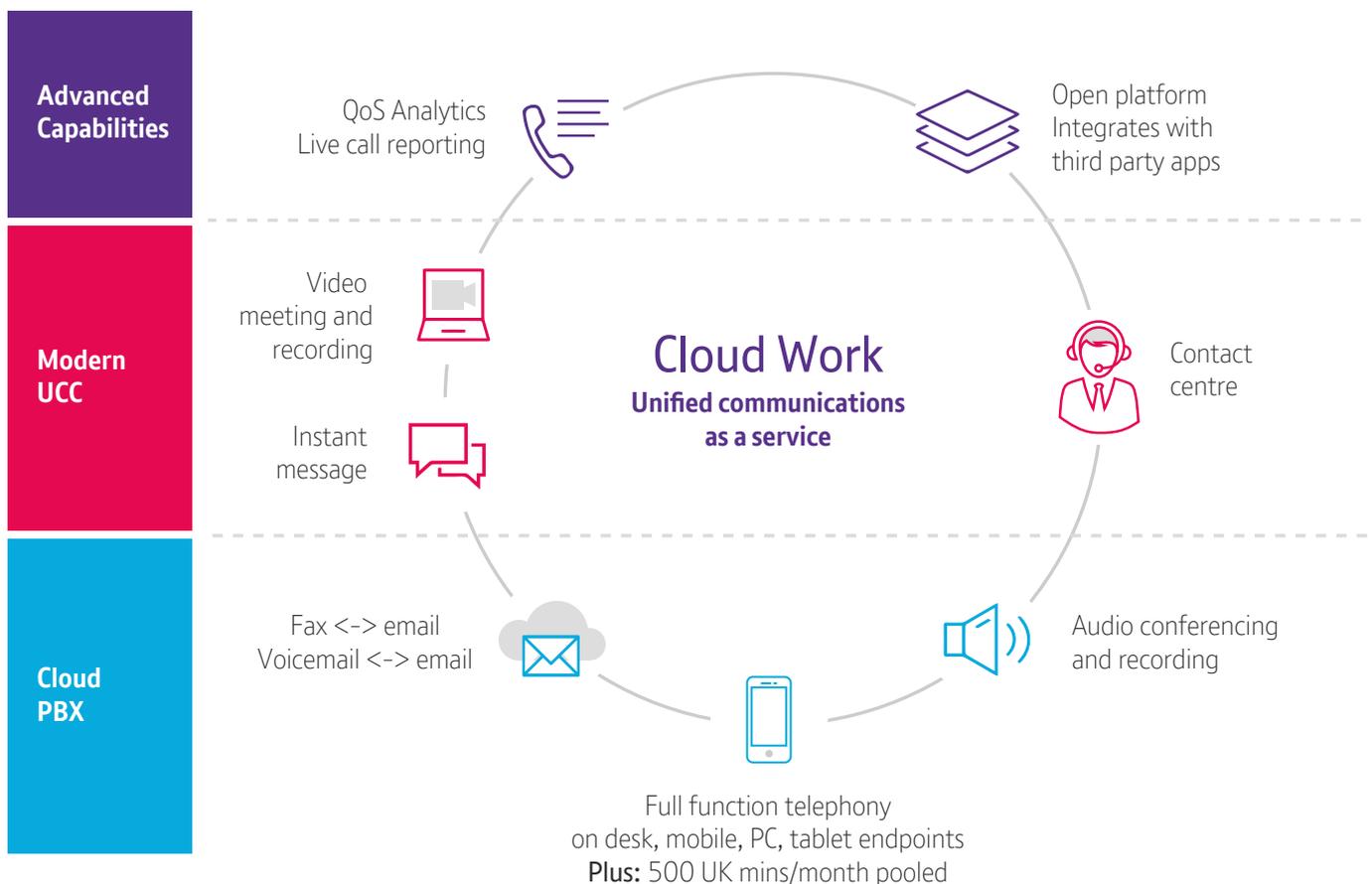
We've always said it's good to talk. This hasn't changed. But today, the way we choose to communicate certainly has.

The way we work is evolving, from new business models to ever-increasing employee and customer expectations. As a result, there are new demands on how we talk to each other.

But we still love to talk. That's why voice is still at the centre of how businesses communicate.

Cloud Work combines the highest quality voice services with collaboration tools like video, instant messaging and cloud sharing. So we can help people work smarter, empower your employees and make it easier for everyone you work with to stay in touch.

Here's a breakdown of Cloud Work:



Cloud at its core

Cloud Work from BT is a hosted communications and collaboration platform that gives you voice services from basic telephony through to complex contact centre capabilities. And there are a host of other features, like instant messaging, video and voice conferencing. It's all on a platform that integrates with your existing applications and customer relationship management (CRM) software.

Because it's all in one place, you get a consistent, well-integrated set of services and administrators get a complete set of management tools. That can ultimately save your business money by not having to maintain numerous different services.



Work the way you want

Business doesn't stop just because you're away from the office. That's why with Cloud Work mobile workers have access to the same collaboration tools as employees in the office. You can use it on your desktop, mobile (iOS and Android apps), tablet and desk phone. The choice is yours.

You can choose how people get in touch by controlling incoming calls and when and how they ring. And with instant messaging, voicemail, call log audio and video conferencing all accessible on any device, you've got everything in one place.

You can make the most out of great features like:

- being on the latest software release, with automatic upgrades
- simplifying and combining multiple products and suppliers across multiple sites
- a single suite of conferencing and collaboration services that make it easier for employees to communicate with each other and with customers in a range of ways
- joining employees' desk and mobile phone with single numbers and dialling plans.

Tailored for you

You can customise Cloud Work to suit you. It's designed that way. The open platform means you can seamlessly embed the service within your existing applications and processes. And because the apps are built in, it can skip the middle man – connecting with many different platforms effortlessly. This ability gives your business scale and meets needs you didn't even know you had.

Stay in control

With usage analytics and trend metrics, you can find out exactly what you need to know to increase business performance.

Flexible dashboards means you'll have call activities and patterns, company, group or individual users so you can improve your customers' experience.

Team managers can evaluate team performance and balance workloads based on call volumes and queue wait times too.

Seriously reliable

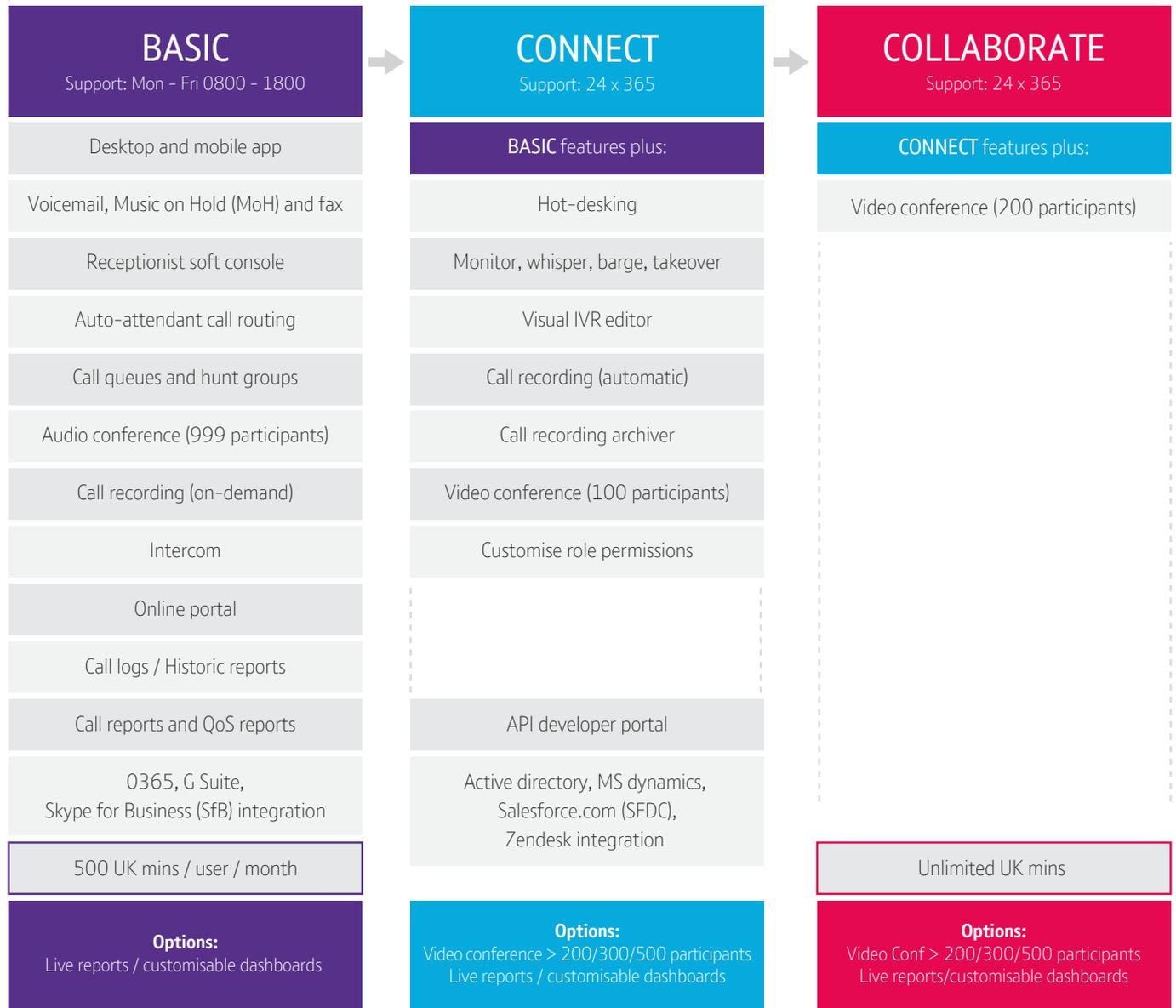
Because we're working with Ring Central – the leading hosted collaboration technology provider we can cover everything you need. And we guarantee your calls will sound great by making your Cloud Work audio a priority on our network.

And we offer quality of service reports that give you:

- an overall health check of your Cloud Work setup
- the ability to locate and compare calls across regions or groups of users
- easy to understand quality scorers for different media streams, including packet loss, jitter, latency and codec
- the ability to monitor, analyse and resolve any call quality issues.

Your licence to the cloud

There are three different license types available, depending on what you need:



We've got your back

We know every business is different. So our voice specialists and technical engineers understand all the wonderful ways that cloud collaboration can help you out.

First, we'll carry out a programme to understand your existing IT infrastructure. The results are a full technical design report that we'll both sign off before we move to the next stage and set up your service.

You'll have a dedicated project manager who will be your go-to contact for all Cloud Work solutions. They'll co-ordinate all of the activity, including any additional connectivity or network improvements. And they'll see the project through all the way to an explanation of your first bill. They'll also co-ordinate the professional services (remote or on-site as needed) that we apply to all our contracts that have more than 100 licenses. It's how we make sure that design, implementation and roll-out are successful and that we've met all your requirements.

This includes:

- planning and design – user profiles, performance and feature needs, business requirements
- User interface (UI) build out – complete build of the users and call routing
- phone deployment – on-site testing/staging/ deployment, floor-walking and go-live support
- number porting – porting of existing number ranges into the Cloud Work platform
- training – admin and end-user training, helpdesk knowledge transfer.

We're well-placed to give you a hand

We've got the most comprehensive mobile and network services in the country. It's how we can guarantee quality connectivity. And why our networks are trusted by our emergency services, central government and armed forces.

You'll have support from our experts from start to finish. Our account managers, tech pre-sales, project support and service desks will make sure they're with you through each step.

And we've partnered with Ring Central. So you know you're in good hands.

Start your Cloud Work journey

If you're keen to find out more about how Cloud Work can transform the way you work, get in touch with us.

Give us a call on **0800 345 7984**

or head online to **business.bt.com/corporate**

Offices Worldwide

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