

Orange smartnumbers

dedicated numbers that reach
the right person



helping healthcare services
improve efficiency and effectiveness



Orange smartnumbers

Orange smartnumbers is a software solution for routing calls on allocated phone numbers

With Orange smartnumbers, callers can reach the person they need to speak to using one dedicated number. If that person isn't available, the call can be automatically diverted to another contact so that it's always picked up by the person in the best position to answer.

Staff can log on from their phones to indicate when they're available – so the system can adapt routing accordingly.

A nominee within your organisation manages the numbers and the way calls are routed. They can view and monitor calls, check on answer rates and see where the calls end up.

We've partnered with Resilient plc – a leading provider of smartnumber technology.

powered by  Resilient
networks plc

healthcare service that's more efficient and more effective

greater efficiency

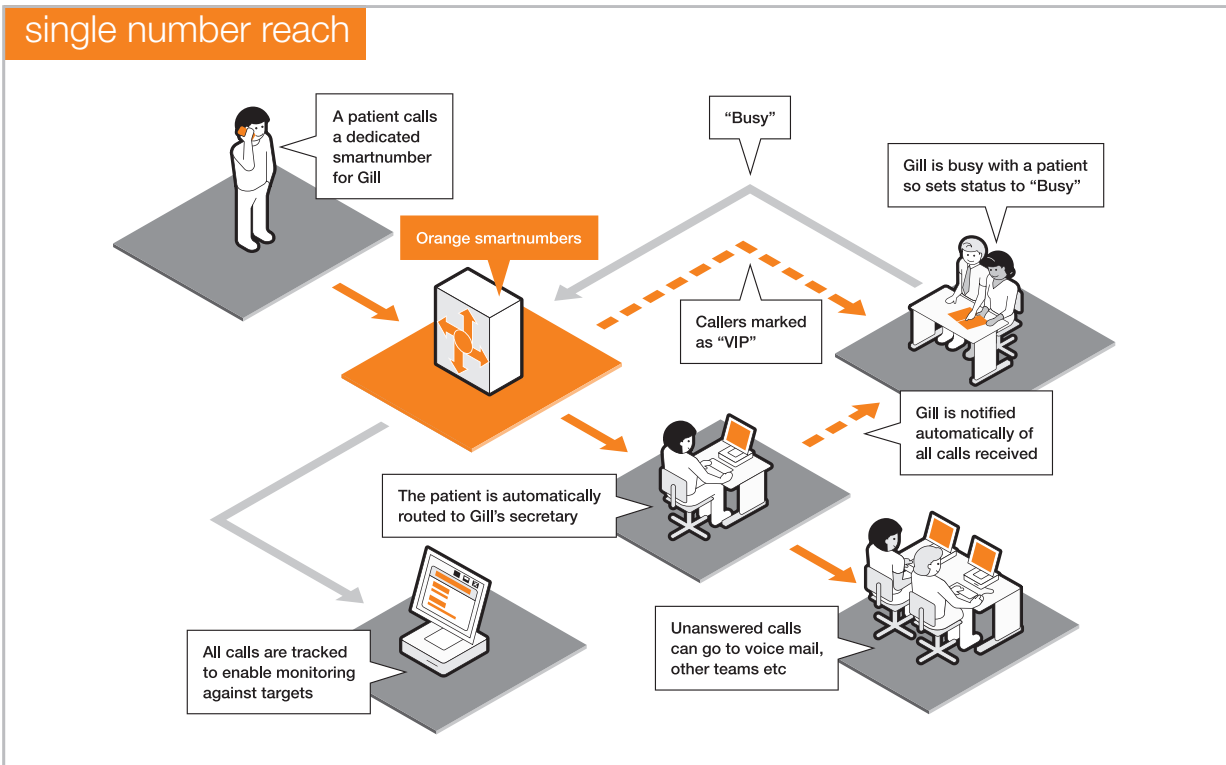
- queries can be handled faster because staff spend less time locating colleagues
- staff can set their availability from their phone and administrators can log on from anywhere
- staff can add discrete voice notes to provide background to forwarded messages

improved service

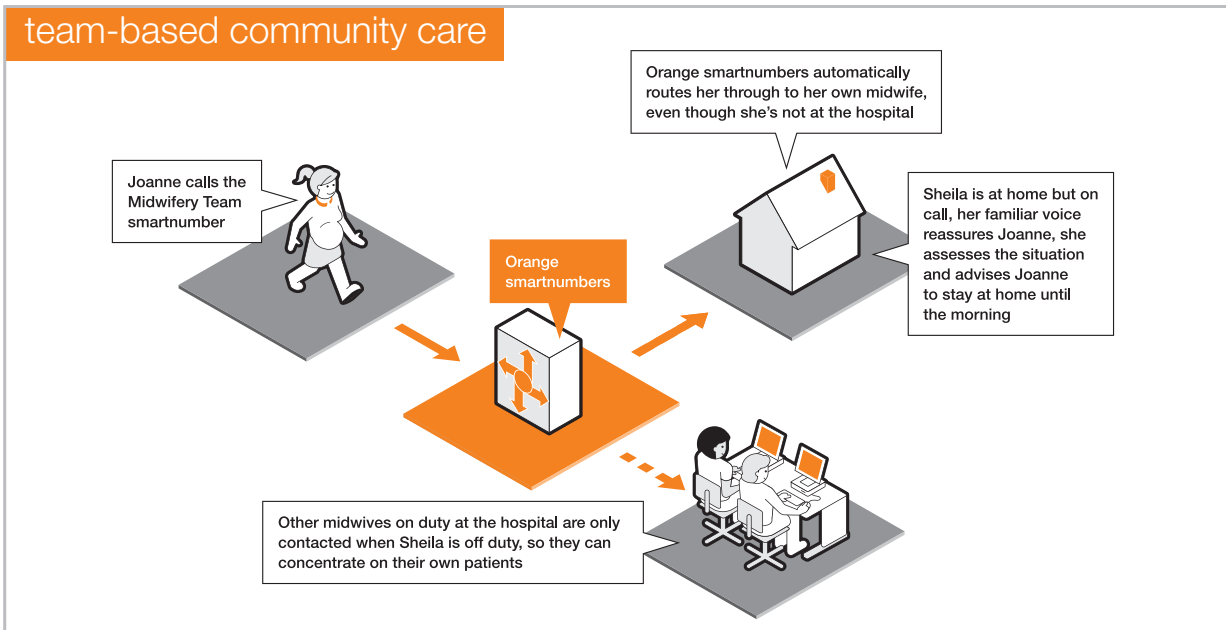
- there's no need for queries to go unanswered: all calls can be monitored, so those that aren't picked up can be passed on
- with a dedicated number to dial, callers are given a more personalised service
- routing calls to the most appropriate person can save valuable time, with questions answered faster and actions taken sooner

And there's no extra hardware to purchase or manage – Orange smartnumbers is embedded in the Orange network. Resilient sets up the software and provides training for the nominee(s) within your organisation who will manage the system.

Orange smartnumbers at work



Gill is a consultant who's constantly moving from one location to another. Before, this meant juggling calls and messages from patients and colleagues on her mobile and various landlines. With Orange smartnumbers, Gill can give out her dedicated number so calls come directly to her, wherever she is at the time. When she's busy, callers are automatically routed to her secretary or can leave a message. Gill needs to speak with certain callers personally. By marking them as VIPs, she can be sure their calls always come directly to her.



It's 2am and Joanne believes she's in early labour. Orange smartnumbers means she can call one dedicated number for the midwifery team. Joanne's own midwife is at home and on call, so the call is automatically routed to her. Other members of the team can focus on their own patients. Joanne has the reassurance of speaking to her own midwife, who assures her it's a false alarm, saving an unnecessary trip to the hospital.

Orange smartnumbers bringing greater efficiency to healthcare services

Orange smartnumbers ensures callers always get through to a person who's in the best position to respond at the time.

- with calls handled more efficiently, staff can focus on their priorities and get more done
- with questions answered faster and actions taken earlier, Orange smartnumbers can help your organisation deliver service improvements
- with a dedicated number to dial, callers are given a more personalised service

And because Orange smartnumbers is embedded in the Orange network, your organisation can deliver cost efficiencies without having to invest in new hardware.

interested?

call the person on this
business card, or if one's
not attached call

0800 037 1575

orange.co.uk/smartnumbers

