

AVAYA CLOUD SOLUTIONS

Inbound Services



Connect with your customers

Your customers need to be able to contact you when they want to. So make sure the cost of your customers' calls suits them, and you, by shaping your inbound calling strategy.

Choose from a range of access numbers and tariffs and ensure all your customers experience a seamless service at the right prices. And have those calls delivered over a reliable and resilient, high-capacity network.

Inbound and Avaya Cloud Solutions

Avaya Cloud Solutions (ACS), delivered by BT Wholesale, offers exclusive contact centre functionality to route and manage calls. This will result in a range of benefits such as competitive rates, a large scale resilient network and the ability to import existing numbers from all other operators.

Once you decide your numbering and tariffing requirements, BT Wholesale will set those numbers up on our IN platform. We point the numbers at ACS and you have the confidence that your inbound traffic is being routed via a fully resilient Inbound platform with greater than 99.995% availability.

Core IN platform highlights

- Four diverse nodes
- 1,400 calls per second capacity
- Six million calls per day
- 60 milliseconds typical call set up time
- 99.995% Target Availability
- 24x7 365 Network Operation Centre support.

You can still fall back on the traditional Inbound Services should you wish to route your traffic elsewhere, either temporarily or permanently.

Delivery of your traffic via IP is more cost-effective - which is reflected in the competitive Inbound rates that are available.



Email clientreception@bt.com or call

0800 671 045

www.btwholesale.com

Commercial examples

Rates are on a pence per minute (ppm) basis and reflect the type of number used and Service Charge.

Freephone (080) calls allow your callers to call you free of charge, with you picking up the cost of the call on a ppm rate. National rate (03) calls are charged to your callers at standard geographic rates at no further cost to you. Whereas the use of 084/087 numbers calls increases the amount your callers pay and offers the opportunity for you to collect micro-payments through revenue share.

Example saving:

BT Wholesale Freephone 080 daytime rates are 13% cheaper when terminated on Wholesale SIP Trunking.

There are no additional charges - items such as numbers, access to portal, porting etc. are fully inclusive.

Key benefits

- A robust Inbound Services platform
- Competitive rates
- Ability to import numbers from all major operators.

Why BT Wholesale and Avaya?

- Avaya is one of the world's largest providers of contact centre and unified communications services
- BT Wholesale is the UK's leading wholesale communications business
- Customers have access to the full suite of Avaya Aura® Contact Centre and Unified Communications products, delivered over BT Wholesale's high-speed, high quality, managed Ethernet network (which allows us to provide you with service-credit backed guarantees)
- Your customers can access features and services that are normally only available to large enterprises
- Our solution enables you to harness our combined strengths without any capital investment.

With Avaya Cloud Solutions delivered by BT Wholesale, you can benefit from the combined reach and market share of both our companies, exploiting economies of scale, streamlined provisioning and configuration tools, based on a commercial model that will enable you to build innovative commercial deals for your customers.

The best of both worlds: BT Wholesale and Avaya.

A cloud service that provides a clear route to growth and greater profitability.



The information in this publication was correct at time of going to print. We may make minor alterations to the specifications of products which do not affect their performance, and may vary prices and delivery charges.

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