

**SmartOnCall** brings real clarity and accountability to on-call environments



SmartOnCall is a team management and communication tool that provides the missing link where teams, often geographically dispersed, seek clarity on on-call duty personnel.

It's an innovative, rapidly deployable solution that makes the most of traditional technology - namely, the phone.

SmartOnCall allows team members to register and assign themselves remotely against specific roles, functions or teams. A permanent phone number is allocated to the 'on-call' role and when the on-call employee finishes his or her shift, the next one simply rings the number to register as the 'on-call' person.

All calls to the 'on-call' number will be routed to whoever is registered on-call. This offers the advantage of having just one phone number per role, irrespective of which phone is being used. The system further allows all those with access to conference any of the participant members in an instant.

**How does it work?**

Any employees who have on-call duty as part of a team, project or function etc. can register using their phone. (For security, an ID code can be included as part of the process). The system correlates this information with an existing database. Anyone with access can then view events and members. What's more, they can also hit "instant conference" to speak to anyone they select in the team within seconds.



Users can import their own numbers too to expand the group as required. This way, SmartOnCall ensures a highly efficient means of communicating with the right person or group, at the right time.

Utilising SmartDesk's InstaMinutes™ technology, all calls can be recorded for added auditability and accountability, which may be critical in disaster recovery situations.



### Who can benefit?

Ideal applications include distributed management teams, security teams, BCM/DR teams, transport crews and controller management, maintenance crews, distributed DR scenarios, SMT conferencing, PR teams, sales teams, change control teams, quality control teams, safety inspection teams, hazard control teams and many more.

Eurostar is presently using SmartOnCall for on-call registration of their incident management team.



### Who are we?

Based in Wembley, SmartDesk Systems work with the Post Office, Argos, Eurostar, NTL / Virgin Media, 3663 and Echo Managed Services amongst others to make a difference via voice applications.

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