

If you have a commitment  
to staff and team members,  
how do you manage in  
a crisis?



## SmartCallback ensures you make all the right calls

Unplanned events can have catastrophic effects on your business. The more organised you are, the better placed you are to handle the consequences.

SmartCallback makes sure that, in the heat of the moment, critical follow-up calls are made. Whether you need reminding which customers need a callback when your systems are back online, or whether you want to make sure your recovery partners are delivering to their service level commitments, SmartCallback ensures your organisation always makes that vital call. Your recovery co-ordination team can see at a glance which callbacks have been made and which haven't, to whom they've

been made, what the outcomes have been and what the next steps are. With multiple safeguards to ensure your team doesn't lose track of who needs to be called when, and with a dashboard and reporting suite providing full analysis and auditability, SmartCallback puts you in control, at a time that demands control.

SmartCallback is part of the SmartDesk Business Continuity Communication platform. When seconds count, it makes a vital difference promoting right person, right time, right now action.

Call us on **020 3190 3190** to find out more, or to arrange a demonstration.

**Intelligent Communication Solutions**

Tel: 020 3190 3190

[www.smartdesksystems.com](http://www.smartdesksystems.com)