



# LIVENUMBER

## Disaster recovery for your inbound calls.

### Introducing Livenumber

Six Degrees' Livenumber is an enhanced inbound call routing solution, ensuring you never miss that important customer call. Livenumber is not only an important part of your business continuity planning, but can also be part of your day to day call management. In a disaster situation your organisation will continue to receive all calls using preloaded plans or ad-hoc real time routing, or for planned events such as staff remote working calls are monitored and managed as if in the office.

Phone calls still remain the most common way for a customer to contact a company, and 85% will not call back if they don't get an answer.

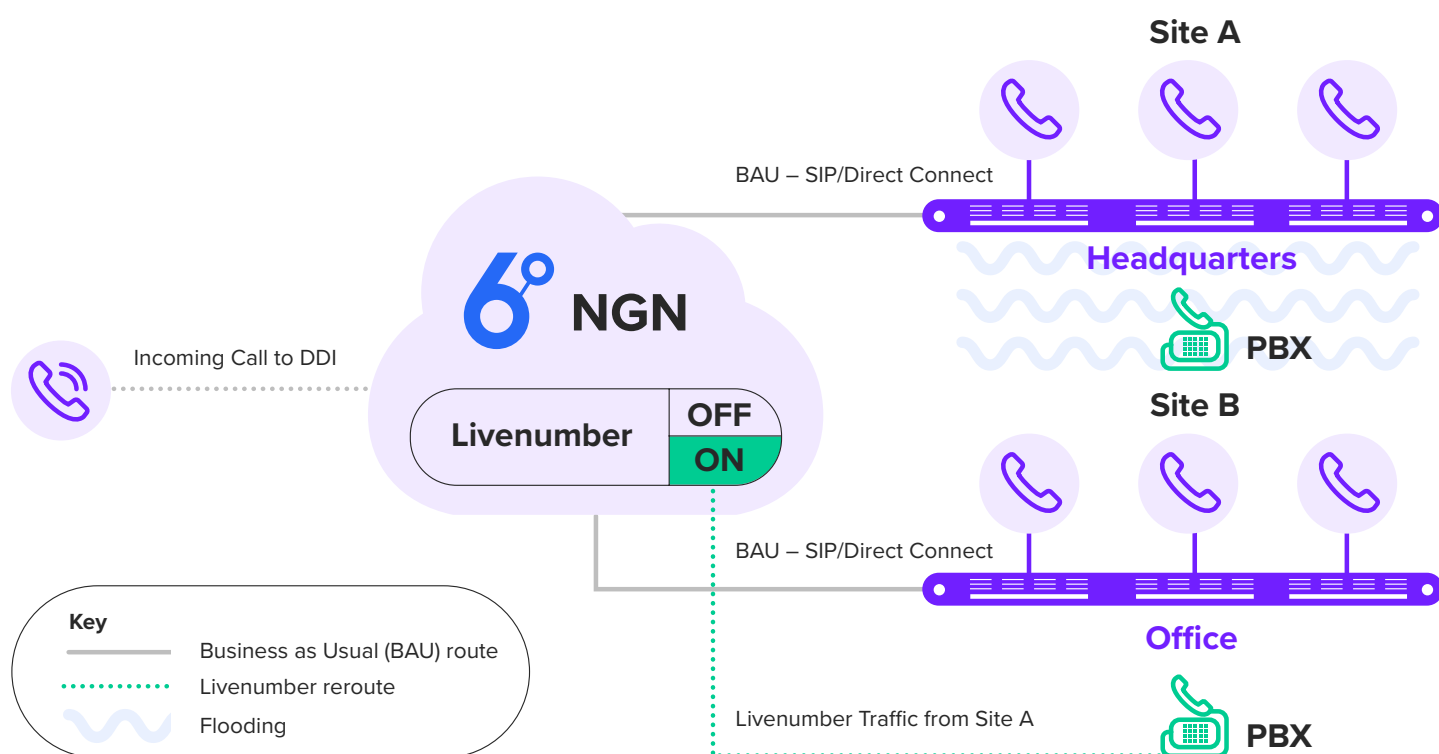
Livenumber is a simple and intuitive solution that provides the peace of mind that, in any event, your calls can be seamlessly rerouted to ensure you never miss one.

### Livenumber Deployment









Livenumber can be configured on our SIP Trunking, Voice for Microsoft Teams and Unified Communications as a Service (UCaaS) offerings. It allows you to reroute all of your calls to different locations or phone numbers if you have, for instance, a failure of your PBX, a fire, flooding, severe weather, or other similar incident that may affect your premises. Have a look at our diagram and User Scenario examples below to see how useful Six Degrees' Livenumber could be for you.

### What is Disaster Recovery for Inbound Calls?

Inbound calls are calls that others make to you or your business. Disaster recovery (DR) reroutes the calls to a different number so that your business continues uninterrupted in the event of a disaster.



## Livnumber Features

<b>Fully Resilient Platform</b>		Deployed across geographically diverse sites with multiple connections to carriers, Six Degrees' Next Generation Network (NGN) ensures your voice traffic will always get through.
<b>Easy-to-use Portal</b>		We know that you'll most likely be using Livnumber during a crisis. That's why we have an easy-to-understand, well-designed tool to invoke your DR plan successfully and in a hassle-free manner.
<b>Mobile Friendly</b>		Automatically scaling to smartphone and tablet browsers, your Livnumber portal gives you the power to activate your DR plans wherever you are, whenever you need to.
<b>Real-time Activation</b>		When you're in a crisis, every minute counts. In less than a minute, a Livnumber DR plan takes effect. Once invoked you can also change the DR plan, assured by the fact that it will be instantaneously updated.
<b>Broadcast Announcement</b>		Keep your staff informed with SMS text messages indicating when and why a plan has been invoked or disabled. Even better is that this message can include specific instructions on what action the user should take, e.g. work from home due to office flooding.
<b>Disaster Recovery and Business as Usual</b>		Livnumber is designed for DR but it can also be used for BAU rerouting, such as when staff are out of the office or are just unable to take that important call.
<b>Comprehensive Reporting</b>		Keep in control with details of when and where calls have been routed.
<b>Holistic Solution</b>		Livnumber allows you to port different DDI number ranges while applying a common solution to all of your incoming calls, across all of your offices.

## Livnumber User Scenarios

Here are just two examples of how our customers use our Livnumber service:

### User Scenario 1:

- Customer A is a finance business that knows lost calls mean lost revenue.
- Using the Six Degrees portal, they will upload their previously defined DR plans.
- In the midst of heavy flooding in their area, they login to our secure portal and simply invoke their DR plan.
- All of their calls are seamlessly rerouted to their DR offices and their employees all receive an SMS telling them about the DR plan.
- After the storm clears, a quick change and the service is back to BAU.

### User Scenario 2:

- Customer B's office is in an old building which requires extensive redevelopment work.
- Each Friday the building is vacated for the builders and all staff work remotely. They require a simple solution to route calls to mobile during the day and back to BAU at the end of the day.
- They also have peace of mind knowing if the building work causes an unplanned impact on the building, the DR plan can be invoked.

### Our Credentials



For more information about the Livnumber service, please contact [sales@6dg.co.uk](mailto:sales@6dg.co.uk) or call 0800 012 8060.