Managing business calls and texts on your personal phone

How do you separate business and personal calls when using one mobile?

Bring Your Own Device (BYOD) programmes increases productivity by enabling you to choose the mobile you are most comfortable using. BYOD also saves your organisation time and money by not having to provide a separate phone for work.

Sometimes you may not want to answer business calls, and you may want to keep your personal mobile number private in a work situation. And separating the costs of business and personal calls can be a burden.

smartnumbers mobile is a service that enables you to have two GSM mobile numbers on one device. By using a separate mobile number for personal and business calls you can choose when to answer each type of call and protect the privacy of your personal number. Additionally, using smartnumbers avoids you having to carry two mobile phones and automatically separates the costs for business and personal calls.

Benefits

- **Two numbers on one mobile:** Keep personal and business calls, voicemails and texts separate.

- **Automatic split billing:** You don't have to worry about reimbursement claims, as business calls are automatically billed to the company.

- **Reduce environmental impact:** No need to provide and maintain a separate mobile when staff already have a phone.

- **Maintain privacy:** Present clients and colleagues your business mobile number while your personal mobile number remains private.

- **Phone number retention:** The business keeps the business mobile phone number when employees change roles or leave the organisation.
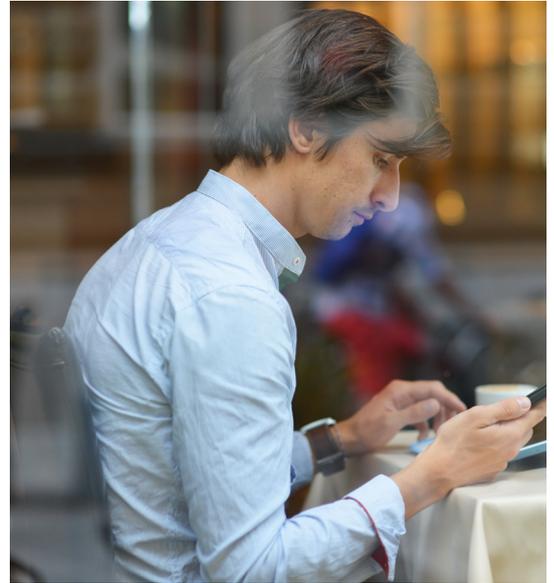
"smartnumbers allows us to provide an improved level of service to our customers, enabling them to reach help as quickly and efficiently as possible."

Jane Gee,
Customer Support Manager, Safran

Features in-depth

Separating business and personal mobile calls

- Manage communications to your separate business and personal identities on one mobile.

- Keeps personal calls private, while adding a smarter business mobile number.

- Callers are given the choice to leave a voicemail or speak to a delegate when calls go unanswered.

- 'Call Whispering' allows you to identify whether a call is being made to your personal or business mobile number before you accept the call.

GSM quality calls

- Ensures the highest call quality and availability wherever there is a mobile signal.

- Avoid the need for softphones, VoIP or other low-quality call services.

Answer your mobile calls on other phones

- Route mobile calls to any phone to overcome issues with poor mobile signal.

- Avoid international roaming charges by routing mobile calls to a fixed-line or VOIP number when abroad.

- Divert calls to a delegate or voicemail when busy or unavailable to ensure mobile calls are always answered.

Split billing

- No administration burden of identifying business and personal calls, business calls and texts are automatically charged to the company.

Call recording

- Choose to record business calls for personal convenience, notetaking or dispute-resolution. Call recording may be initiated at any point during the conversation.

- 'Always-on' recording enables compliance with regulations such as MiFID II and FCA including the requirement to record mobile calls and texts, even on privately owned phones.

- Personal calls and texts are not recorded.

Requirements

iPhone

- iPhones running iOS 8.0 or above.

- Available to download from the App Store.

Android

- Android devices running 4.0 (Ice Cream Sandwich) and above.

- Available to download from Google Play.

Networks supported

- Works with all the UK mobile networks.