Smart Single
Number Solution

Market Trends

$32 Bn

The global customer engagement solutions market is projected to reach $32.2 Bn by 2027 growing at a CAGR of 10.8% from 2022-27

50%

of companies have witnessed increase in leads after adopting customer engagement solutions

65%

of business information security requirements are shaped by compliance needs

Business Challenges

Fragmented Communication Across Geo

Non-Integrated Multiple Channels

Lack of Smart Routing Options

Multiple Numbers for Multiple Services

Introducing Smart Single Number Solution

Smart Single Number Solution (Smart SNS) is designed to unify and streamline communication across an organization, integrating multiple channels and services. It lets your customer reach you across India on **one single number.**

Top Features

Smart Routing

- Time/Geography Based Routing
- Load-Based Routing
- Integrated Single Level IVR
- Work From home solution with Routing to 20 Mobile Numbers

Secure, Reliable & Simple

- Free Welcome Prompt to Greet Your Customers
- Custom Announcement for Non-Office Hours
- Password-Protected iManage Portal
- Easy Routing Changes via iManage

Ensures Business Continuity

- Automated Conditional Failover Routing for Landlines / PRI / SIP
- Geo Redundancy Enabling Business Continuity

Comprehensive Analytics

- Utilization Report
- Circle/Region-Based Report
- Date and Time of Day Report
- Allowed and Disallowed Calls Report

Smart Routing

Optimize communication responsiveness with intelligent routing for a unified experience.

Time/Geography Based Routing	Load-Based Routing
Integrated Single Level IVR	Work From Home Solution with Routing to 20 Mobile Numbers

Secure, Reliable, and Simple to Manage

Trustworthy and easy to manage - seamless and secure communication operations.

Free Welcome Prompt to Greet Your Customers

Custom Announcement for Non-Office Hours

Password-Protected iManage Portal

Easy Routing Changes via iManage

Ensures Business Continuity

Provides a resilient framework to sustain uninterrupted business operations.

Automated Conditional Failover
Routing for Landlines/PRI/SIP

Geo Redundancy
Enabling Business Continuity

Comprehensive Analytics

Gain valuable insights through comprehensive analytics, enhancing overall communication effectiveness.

Utilization Report

Circle/Region-Based Report

Date and Time of Day Report

Allowed and Disallowed Calls Report

Top Benefits

One Number Across
India With Regional STD Codes

Work From Home Solution with Routing
up to 20 Agent Mobile Numbers

Business Continuity with
Redundant Infrastructure

Robust Data Protection with
OTP-Based iManage Portal

Zero Downtime with Automated
Conditional Routing Feature on
Landline/PRI/SIP

Simplifies User Access with
Single Login for Multiple Numbers

Why Choose Smart SNS?

Cost-Effective Solution

Single Portal to Manage Your Account

One Number Across India

Enterprise-Grade Security and Privacy

Best-in-Class SLA of 99.5%

Integrated IVR Services

Pricing and Plans

SMART SNS PLAN	SMART SNS PLAN Rs. 9999	SMART SNS PLAN Rs. 24999	SMART SNS PLAN Rs. 49999	SMART SNS PLAN Rs. 99999
Monthly Rental	Rs. 9999	Rs. 24999	Rs. 44999	Rs. 99999
Free Call Value	Rs. 9999	Rs. 24999	Rs. 44999	Rs. 99999
Call Rate	80 Paisa	60 Paisa	50 Paisa	40 Paisa
Pulse in Seconds	60	60	60	60

Industry Use Cases

Travel & Hospitality

Reservations and Bookings:
• Centralized number for streamlined booking processes.

Customer Support:
• Dedicated single number for inquiries & assistance.

Emergency Assistance:
• Crisis communication and support during travel disruptions.

BFSI

Customer Support:
• Single contact number for inquiries and assistance.

Fraud Reporting:
• Dedicated number for reporting fraud and security issues.

Automated Account Info:
• Single number for quick access to account information.

Healthcare

Appointment Handling:
• Single number for scheduling and inquiries.

Telehealth Services:
• Centralized number for virtual medical consultations.

Emergency Assistance:
• Dedicated number for urgent medical help.

Ecommerce

Customer Support Hub:
• Single number for inquiries and assistance.

Order Management:
• Centralized number for placing orders and modifications.

Returns and Refunds:
• Dedicated number for efficient return and refund processes.

FAQs

1. **What number series is available in Smart SNS, and is it a cloud-based service?**
   Smart SNS operates as a cloud-based service, featuring a number series that begins with 648. For instance, you may encounter numbers like 07964890000, 07316489001, or 0806489009.

2. **In Smart SNS, does the number series belong to mobile numbers or landline numbers?**
   Smart SNS is a Standard Wireline product with LL number series.

3. **Will I be able to receive calls from all over India by subscribing to Smart SNS for inbound calls?**
   Yes, you can receive calls from all over India by subscribing to Smart SNS for inbound calls.

4. **Is it possible to use the same number to make outbound calls with the Smart SNS?**
   We cannot make outbound calls with the Smart SNS.

5. **With the Smart SNS, can I route and land calls to any domestic service provider?**
   Yes, you can route calls to any domestic service provider except MTNL.

FAQs

6. **What is the process for changing the landing number in Smart SNS?**
   You have the flexibility to change the landing number or routing at your convenience through our iManage portal.

7. **Does Smart SNS offer an integrated IVR solution?**
   Certainly, Smart SNS service provides a one-level IVR with 9 DTMF options.

8. **Is it possible to route calls to international landing numbers with the Smart SNS?**
   We cannot route calls to international landing numbers with the Smart SNS.

9. **What is the cost for end customers calling the Smart SNS? Is it toll-free?**
   End customers calling the Smart SNS will incur charges according to their mobile number bill plan/pack.

10. **Is it possible to transfer my current number to the Smart SNS service?**
    You will need to acquire Smart SNS service separately as it cannot be transferred.