

re:call

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Find out how TeleWare's Re:Call app can help to improve employee mobility by providing a second number on a mobile device for business calls and texts.



PRODUCT OVERVIEW



RE:CALL IS A MOBILE APPLICATION THAT PROVIDES A SECOND NUMBER ON A BUSINESS OR PERSONAL PHONE FOR CALL, TEXTS, INSTANT MESSAGING AND GROUP CHAT.

Organisations are becoming increasingly focused on empowering mobile workers and implementing the modern workplace. TeleWare's Re:Call app can help to support this transformation, giving employees the flexibility they demand while improving productivity.

RE:CALL:

- > removes the need for employees to carry two phones, one for personal use and one for business use.
- > allows employees to use their phone of choice.
- > is a mobile application which is added to a phone, meaning that there is no requirement to change mobile supplier.
- > effectively separates business and personal use of the phone, providing confidentiality for business and personal data alike.
- > provides a dedicated, fully functional second mobile number for business calls and texts, including a separate phonebook.
- > allows employees to collaborate safely and securely with instant messaging and group chat.

BENEFITS AT A GLANCE

- > **Second number with voicemail** – employees can take work calls on their personal phone whilst keeping business communications secure and separate. Employees can retain existing business number if required.
- > **Improves employee mobility** – allows employees to remain responsive and ensures they can work productively from any location.
- > **Supports Choose Your Own Device (CYOD) and Bring Your Own Device (BYOD) policies** – the Re:Call app is downloaded and sits on the employees chosen mobile device.
- > **GDPR** – provides clear and secure separation of business and personal communications.
- > **Reduced costs** – the organisation does not need to buy and maintain costly mobile handsets.
- > **Billing and expense management is simplified** – the organisation pays for Re:Call and the employee pays for the mobile contract. There is no need to split bills or claim re-imbursments.
- > **Maintains work life balance** – No out of hours interruptions as employees can choose when to receive work calls and when not to. Work calls can be redirected out of business hours.

WHO WILL BENEFIT

Re:Call has been designed to help firms looking to implement or enhance their BYOD/ CYOD strategy. It will help reduce the number of business phones purchased that often end up unused by employees because they prefer their personal device. It will also help reduce tech waste reducing the number of phones in circulation.

Employees who prefer to use their own device for both business and personal use will enjoy the benefits and intuitive functionality of Re:Call.

FEATURES AND BENEFITS

FOR EMPLOYEES

NO SECOND PHONE

- > Removes the inconvenience of carrying two phones.
- > Use the device you love - Apple, Android, other, its up to you.
- > Easy to set up and convenient to use.
- > Easily transferred to a new handset if required.
- > Existing business number can be retained or a new number provided.

SEPARATE BUSINESS AND PERSONAL COMMUNICATIONS

- > Business communications will be directed to your Re:Call app.
- > Allows you to keep your personal number private.
- > Business calls are easily identified, meaning that calls can be answered in a professional manner.
- > Separate business and personal phonebooks.
- > You can switch off Re:Call when you don't want to receive business calls.

SIMPLE BILLING AND PRICING

- > Monthly subscription billed to the organisation.

SIMPLE SETUP

- > Download the app from the Apple App Store or Google Play Store, enter your credentials and you're ready to go.
Can also be deployed via Mobile Device Management (MDM) where required.
- > Automated import of phonebook if required.

NO NEED TO CANCEL CONTRACTS WITH YOUR MOBILE OPERATOR

- > Simple mobile application overlay.
- > Works with all mobile operators.

CALL RECORDING OPTIONS

- > If required, inbound and outbound calls and texts from Re:Call can be captured and recorded to meet regulatory requirements including FCA, Dodd Frank and MiFID II.
- > Recordings can be retrieved from a simple interactive web-based portal.
- > On-demand recording is also available. Users with this functionality can choose which calls to record.
- > Recordings are emailed to the user.
- > Allows records of customer information to be kept, providing accurate account of client engagement.
- > Removes the need to contact customers again to clarify conversations.

FOR THE ORGANISATION

EMPLOYEE FRIENDLY

- > Your users get to use their preferred and familiar devices
- > Simple, intuitive design
- > Supports privacy and GDPR obligations to your staff.
- > Encourage employees to switch off from work and relax out of hours with do not disturb function.

BUSINESS NUMBER OWNED BY THE ORGANISATION

- > Maintain valuable client information should an employee leave the business.
- > Can be quickly and easily re-assigned to another phone in the event of an employee's mobile being lost or stolen.
- > New staff members can be re-assigned existing numbers.

SIMPLE BILLING AND PRICING

- > Simple monthly price point with inclusive minutes and texts.
- > Monthly subscription billed to the organisation, with any number additions added as pro-rata
- > BYOD/CYOD means no need for additional phone contracts and devices.
- > No long-term contract tie-ins.
- > Usage reporting provided.
- > Simple rate cards for international and roaming charges.
- > Easy to scale up and down.

CALL RECORDING OPTIONS

- > If required, inbound and outbound calls and texts from Re:Call can be captured and recorded to meet regulatory requirements including FCA, Dodd Frank and MiFID II.
- > Reduces risk, helping to detect and prevent employee wrongdoing.
- > Recordings can be retrieved from a simple interactive web-based portal.
- > On-demand recording is also available. Users with this functionality can choose which calls to record.
- > Recordings are emailed to the user.

SECURITY

- > Easy to disable Re:Call if the employee loses their device.

HOW IT WORKS

Re:Call is delivered via an application which overlays the users existing mobile airtime contract. A second number is provided to make and receive calls and texts from Re:Call. If required, existing business mobile numbers can be ported to Re:Call.

The user simply downloads Re:Call from the App Store or Google Play and logs in to the app using their credentials. The user opens Re:Call and makes calls or sends texts from within the application. The user will continue to use the native device and number for personal calls and texts.

Business contacts can be stored within the Re:Call phonebook whilst personal contacts remain on the user's device phonebook.

MAKING CALLS OR SENDING TEXTS FROM RE:CALL:



1. Call/text is made using the Re:Call app.

2. Call/text is routed through the TeleWare cloud.

3. Call/text is delivered via TeleWare to the destination.

To find out more about how TeleWare can help your business discover, connect and grow contact our Think Beyond team today:

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