



Stay on top of every call

Control your costs and improve customer service
with CallAccountant





The information you need, where you need it

When business gets busy and phones start ringing off the hook, it's easy to get caught up in the moment. Call costs can spiral, and customers can end up waiting longer than they should.

With CallAccountant, you'll get the big picture on all the calls coming in and going out of your business. From your busiest times of the day, to the cost of outgoing calls split by departments, and everything in between.

From fast stats

With a clear dashboard with key call stats, you can keep an eye on how your people are doing and make sure you've got enough hands on deck. You'll see things like average talk time, number of missed calls and number of outbound calls for the day, at a glance. You can even filter by department to focus on your sales or support teams, for example.

To detailed reports

Dive into the nitty-gritty details with over 20 reports, covering everything from billing and call traffic, to response times and most frequently dialled numbers. Everything's easy to filter and you can export reports as PDF, Excel or HTML files. You can even set up automatic report emails to keep the right people in the know on a regular basis.

See it all on one screen (or six)

We'll set up CallAccountant on one of your Windows PCs. And with additional access for up to five more, you can share it with the people who need it. Better still, it won't take a week, or even a day, to get going. With remote installation, we'll have you up and running in as little as 20 minutes.

We'll show you how to make the most of it

Once you're up and running, we'll give you all the support you need, now and in the future. You can tune into live webcast training. Or hop on a consultancy call with us in the first 60 days. We'll show you what's what, how to interpret your data, and how you can use it to get the most out of your phone system.

How can CallAccountant help me?

Whether you're looking to cut pounds from your costs, or minutes from your call handling times, there's plenty of information here to help you out.

Improve customer service

- See where your calls are going to and coming from, right down to individual extension numbers.
- Find out when the busiest bits of the day are and make sure your staff are ready for them.
- Spot missed or unanswered calls, so you never miss that important opportunity.

Reduce your call costs

- Keep an eye on call costs across your business, so you can plan ahead.
- Sort calls by department or individual extensions to make it easy to re-charge different parts of your business.
- Look out for unauthorised calls or people misusing the system and take action fast.



Offices worldwide

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