ROTTWEILER SECURITY

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What is Call Accounting Software? It is software that collects calling information and allows you to analyze and create reports on calling activities. Call accounting software produces reports which enable you to analyze the call information and process that call data for telephone accounting, call center management and quality assurance of processed calls. It helps resolve complaints from customers with who made or received the call and provides you with the necessary information to make decisions.

Some of the reports available include Extension Detail, Account Detail, Department Detail, Extension Details, Division Summaries, Call Volume By Hour, Most Expensive and Longest Calls, Most Number Of Calls Made Per Extension (Very Valuable to Telemarketing Sales Managers), Trunk Utilization Totals (excellent for Reconfiguring System Trunks), and Carrier Comparison (which allows you to compare your phone bill with actual usage). All reports can be emailed, viewed on your computer, printed or saved to hard disk.

- Companies that install Call Accounting software experience a 10%-30% reduction in telephone costs. This is because employees know that call records are being recorded and maintained and that management is reviewing the data of employee phone activity. Additionally employees make and receive less personal calls and tend to be more productive.

- Controlling Telephone Abuse. Better than 10% of your employees spend their days on long distance calls to their friends and family prior to call accounting software implementation. Knowing who they are allows management the opportunity to steer individuals back into the productive arena, increase office production all while controlling costs and identifying telephone calling abuse.

- Controlling Telephone Misuse. Because call prices differ, accidental employee dialing can cause routing of a call between two major cities major price differences. One way for five cents per minute and another up to $1.00 per minute. That's a 20-fold difference! Without a record, misuse costs your business money.

- Allocating phone calling costs among departments and divisions. Voice, data, video and imaging are some of your biggest expenses. These are costs that should be allocated to the products you are making or to the Departments/ Divisions in your company. Telephone costs can determine which product is profitable and which one is losing money for you.

- Billing clients and projects back for phone charges incurred on their behalf. Legal staff associates, attorneys, government contractors and accountant firms need accurate billing information if they are to associate proper billing to the time on the call.

The need for Call Accounting Software

- Resale of long distance and local phone calls, as in the hotel/motel industry, hospitals, shared condominiums/office spaces, etc. With a Call Accounting System you can associate the costs for the call to the proper individual or business.

- Motivation of sales people. In sales, the more phone calls they make, the more sales are generated. Your business needs sales associates to make more calls! Motivate your sales associates by hanging a list of their calls on the wall or give prizes to those who make the most calls during the day/month.

- Personnel Evaluation. Which employees are more productive on the phone? Do you want them to process more calls or do you want them to service your customers with longer call times? You can now correlate phone calls with income from service or sales.

- Network Optimization. With today's VoIP and Network systems it is critical to monitor the unnecessary usage of bandwidth. Using bandwidth properly is an efficient and effective usage of company resources.

- Phone System Diagnostics. Is your phone system working as well as it could be? Call Accounting Systems inform you which lines you're getting traffic on, or which line carried the 48 hour long call to a foreign country.

- Long Distance Bill Verification. Was the bill received from the long distance carrier accurate? Most times, it isn't. The Call Accounting System is used to check and verify your long distance provides you peace of mind.

- Tracing Calls. Since calls are recorded you can review the record and find bomb threats, spouse abuse records and angry callers. You also can review customer complaints to associates.

- Because many phones give you Caller ID of the person calling, Call Accounting Systems are turning out to be the greatest investment for checking the effectiveness of regional ad campaigns, figuring the profitability of direct mailings and even figuring the profitability of individual customers.