

Inbound Call Tracker

* Calling Line Identity (CLI)

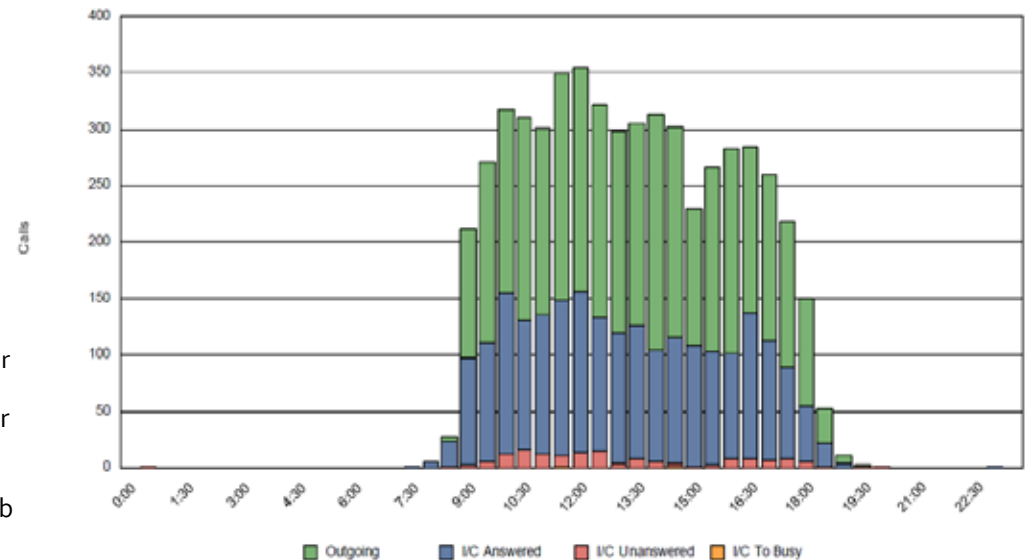
Inbound Call Tracker gives you control of your inbound calls with data available at your fingertips on our website. Imagine the savings you can make by being able to monitor your incoming and outgoing call data the very next day.

Call statistics (by CLI*, cost centre and site), call patterns (even with out of hours calls) and graphical reports of your call handling efficiency allow you to make better business choices. Real data. Real management information. Real decisions.

For more information and pricing on Inbound Call Tracker ask your Account Manager

The benefits:

- **Satisfied customers.** Knowing when and why you're missing calls from important customers allows you to adjust your staff levels to improve service.
- **Cost savings.** Monitoring periods of lower call activity allows you to make improved cost savings on every-day running costs with no capital expenditure.
- **Increased productivity.** Help your business grow by maximising the efficiency of your staff during your peak periods of call activity.
- **Be more responsive.** Real call data available online via our Web Billing management system, allows you to make better decisions when they matter.



This internal call pattern clearly illustrates (in red) the increase in incoming unanswered calls during busy mid morning and lunch time periods (indicating a lack of resource available).

For advice, information and service:
www.global4.co.uk Call 01403 272910 Email sales@global4.co.uk

