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## How can I use reports to cut my costs?

If your organization is like most, your telecom costs are one of your top five expenses. You are probably paying anywhere from 5% to 35% more than necessary, and you are under pressure to cut expenses. Call accounting reports provide visibility into your telecom costs, so that you can make informed business decisions to eliminate unnecessary expenses.

To get started, here are 3 important questions about your telecom system.

- Who makes the most expensive calls?
- Which are the most frequently called numbers?
- Who spends the most time on the phone?

The right calling accounting reports will provide the answers you need.

### • Who makes the most expensive calls?

Use your software's Expensive Call Report to answer this question. By default, this report will show the most expensive calls for the time frame you have specified, listed in chronological order. You can sort the list by clicking on the column headings, such as Number Dialed or Personnel Name. In most cases these are normal business calls. However, as shown in the report screen capture below, late night 'overseas calls' are suspect.

**[Expensive Call Report]**

Smart Company [Search Criteria](#) [Top Level of Report](#) [Previous Level of Report](#) 5/1/2009 3:09:36 PM

Switch: New York

Cost	Duration	Start Date/Time	Dialed Number	Call Destination	Extension Used	Extension Type	Personnel Name
\$5.71	1:21:30	5/1/2006 8:52:30 PM	1-787-501-7701	RIOPIEDRAS, PR	4610	Extension	Childs, Fred
\$4.46	1:03:42	5/1/2006 12:57:18 PM	1-818-841-3547	BURBANK, CA	4610	Extension	Childs, Fred
\$3.04	0:43:18	5/1/2006 1:09:42 PM	1-214-968-0458	GRAND PRAR, TX	4610	Extension	Childs, Fred
\$1.16	0:00:30	5/1/2006 8:09:30 AM	011-61294526309	AUSTRALIA	4610	Extension	Childs, Fred
\$4.47	0:51:06	5/1/2006 11:35:54 AM	1-780-998-1955	FTSASKAHWN, AB	4609	Extension	Gregg Hoffman
\$1.39	0:19:48	5/1/2006 1:53:12 PM	1-303-651-1678	LONGMONT, CO	4618	Extension	Hamlin, Norma
\$0.95	0:03:12	5/1/2006 8:10:48 AM	411		4672	Extension	Humble, Cedric
\$0.95	0:01:12	5/1/2006 8:11:48 AM	411		4643	Extension	Humble, Cedric
\$0.05	0:02:24	5/1/2006 8:12:36 AM	411		4608	Extension	Humble,

- Which are the most frequently called numbers?

Find out by running the Frequently Called Numbers Report. This report will alert you if employees are using your telecom system to call family members in distant cities, 1-900 numbers, directory assistance, or 1-800 numbers. On the face of it, a 1-800 is would seem harmless...unless of course the number belongs to your organization. If your employees are accessing services such as voice mail through a 1-800 number, instead of a local number or extension, your costs add up quickly. Likewise, every time they dial directory assistance, it costs between 75 cents and \$1.50. This report will show you how often those expensive and **preventable** call activities are occurring.

**[Frequently Called Numbers Report]**

Smart Company      [Search Criteria](#)    [Top Level of Report](#)    [Previous Level of Report](#)      5/1/2009 3:11:06 PM

Switch: New York

Dialed Number	Call Destination	Total Calls	Total Duration	Average Duration Per Call	Total Cost	Average Cost Per Call	Average Cost Per Minute
1-800-456-4500		26	0:45:00	0:01:44	\$0.00	\$0.00	\$0.00
411		8	0:15:36	0:01:57	\$7.60	\$0.95	\$0.49
882-1950	NY CZ02A, NY	6	0:05:48	0:00:58	\$0.33	\$0.06	\$0.06
484-2119	NY CZ01A, NY	5	1:30:48	0:18:10	\$1.42	\$0.28	\$0.02
1-206-439-9121	SEATTLE, WA	5	0:06:54	0:01:23	\$0.50	\$0.10	\$0.07
1-818-841-3547	BURBANK, CA	4	1:04:12	0:16:03	\$4.50	\$1.13	\$0.07
1-800-453-0660		3	0:01:12	0:00:24	\$0.00	\$0.00	\$0.00
1-734-822-9725	ANN ARBOR, MI	3	0:17:54	0:05:58	\$1.27	\$0.42	\$0.07
759-6004	NY CZ01A, NY	3	0:03:48	0:01:16	\$0.17	\$0.06	\$0.04
1-909-279-8567	CORONA, CA	3	0:01:36	0:00:32	\$0.12	\$0.04	\$0.08
1-418-849-1000	NTDMLRNTDS, PQ	3	0:00:54	0:00:18	\$0.21	\$0.07	\$0.23
1-514-685-2277	ROXBORO, PQ	3	0:05:30	0:01:50	\$0.35	\$0.12	\$0.06

• **Who spends the most time on the phone?**

The Longest Call Report will display the most time-consuming calls sorted by length of time. The average business call should only take a few minutes. If this report shows calls that last for hours, some members of your organization may not be working efficiently, and there may be potential to improve productivity. Again you can sort these columns by clicking on the column heading.

**[Longest Call Report]**

Smart Company      [Search Criteria](#)    [Top Level of Report](#)    [Previous Level of Report](#)      5/1/2009 3:16:33 PM

Switch: New York

Duration	Cost	Start Date/Time	Dialed Number	Call Destination	Extension Used	Extension Type	Personnel Name
1:21:30	\$5.71	5/1/2006 8:52:30 PM	1-787-501-7701	RIOPIEDRAS, PR	4610	Extension	Childs, Fred
1:12:42	\$5.09	5/1/2006 12:42:18 PM	1-303-874-8272	AURORA, CO	4608	Extension	Zaccone, Sam
1:03:42	\$4.46	5/1/2006 12:57:18 PM	1-818-841-3547	BURBANK, CA	4610	Extension	Childs, Fred
1:00:30	\$4.24	5/1/2006 1:08:30 PM	1-510-580-8828	FN CZ3, CA	4633	Extension	Owen Wilson
0:53:48	\$3.77	5/1/2006 7:31:12 AM	1-954-433-7000	HOLLYWOOD, FL	4604	Extension	Lang, Sally
0:51:24	\$3.60	5/1/2006 9:53:36 AM	1-281-933-7147	HOUSTON, TX	4625	Extension	Norris, Greg
0:51:06	\$4.47	5/1/2006 11:35:54 AM	1-780-998-1955	FTSASKAHWN, AB	4609	Extension	Gregg Hoffman
0:43:18	\$3.04	5/1/2006 1:09:42 PM	1-214-968-0458	GRAND PRAR, TX	4610	Extension	Childs, Fred
0:40:26	\$2.95	5/1/2006 7:27:24 AM	1-210-522-2074	SANANTONIO, TX	4621	Extension	Stewart, Fred

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