

Why do I need a call accounting system?

While many business owners and managers are unfamiliar with call accounting technology, others that have worked with it in the past remember call accounting as a solution that focused solely on controlling the costs of phone calls and ensuring the rate being given from the local phone company was accurately billed each month. Today, call accounting systems such as OfficeWatch Call Accounting for Business have evolved from a billing tool to a managerial solution that holds great value for companies. A call accounting system such as OfficeWatch can:

- Help managers determine and improve employee productivity
- Alert personnel when an unauthorized phone call has been made
- Keep a "paper trail" of incoming, outgoing and internal phone calls indefinitely
- Bill clients/tenants for phone usage and service
- Notify users of 911 calls via audible voice alert across the network, email and text message
- Email pre-set reports to managers and department heads on a regular basis
- Analyze trunks and T1 lines to ensure optimum functionality
- Determine success rate of advertising campaigns based on incoming call reports

Who uses OfficeWatch Call Accounting?

Businesses in all vertical markets use OfficeWatch, including:

- Small businesses
- Corporations
- Hospitals
- Municipalities
- Universities
- Military bases
- Auto dealerships
- Banks
- Airports
- Retirement communities
- Law offices
- Retail stores
- Government agencies
- School districts
- Medical clinics
- Restaurants
- Utility companies

