

ONE PHONE NUMBER, EVERY DEPARTMENT ACCOUNTED FOR.

One Number. Six Departments. Who's Answering?

Your customers choose a department from your phone menu, and the call lands with one team, then another. Smartline shows **how every department really handled its calls**, and who slipped through the gaps.

Department (avg calls per report day)	Last 7 days	7 days before	Change
1 Doors	17.5	13	▲ 35%
2 Building	16	10.8	▲ 48%
3 Tiles	4.8	4.3	▲ 12%
4 Timber	0.3	0.3	no change
5 Roofing	0.8	0.5	▲ 60%
6 Flooring	16.8	5.3	▲ 217%

Extension	Total Calls	Customer Calls	Internal Calls	Unanswered	Unanswered As Target
431 - Jess Flooring	45	39	6	5	5
400 - Sam Building	27	24	3	3	1
401 - Kate Doors	20	17	3	1	0

Real Smartline reports: each department's calls this week against last, and every extension by name. Names and numbers changed.

Tuesday,
9:40am

ONE CALL, THREE
DEPARTMENTS

A customer rings your main number and presses 3 for flooring. Flooring's busy, so the call rolls over to the trade desk. They can't answer the question, so they transfer it back, and it rings out. The customer leaves a voicemail, or gives up and calls a competitor. Nobody in the business sees the whole journey.

Smartline does. Each morning you see every department's calls, answered, voicemail or abandoned, which calls were picked up by another team, and which transfers never connected. That makes it easy to fix the flow, not just the symptoms.

WHAT YOU SEE FOR EVERY DEPARTMENT

Department results

Calls, answered, voicemail and abandoned for each line.

Cross-department answering

Calls one team picked up for another.

Transfers that dropped

Internal transfers that were never answered.

Staff answering

Who's carrying the load across the business.

Customer follow-ups

Missed callers, with whether they were called back.

Peak times

When the phones are busiest, and when calls get missed.

Fix the flow, not just the symptoms

See how calls really move through your business.

- ✓ Spot the department that's always short-handed
- ✓ See when one team is covering for another
- ✓ Find transfers that bounce and ring out
- ✓ Back your phone-menu changes with real numbers

Every department, over time

With Smartline 360.

- ✓ Each department's call volume, week on week
- ✓ Weekly and monthly reports for your managers
- ✓ An online dashboard you can search by any date
- ✓ The full daily report for any day, on demand

Every department covered

Nothing to install

Australian support

WTCO's 100% satisfaction guarantee. If what we provide doesn't work as it should, we will work for free until it does. Plans from \$66 a month including GST.

BOOK A SMARTLINE DEMO

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