

## SMARTLINE PLANS

# Choose your report. Step up any time.

Every plan runs on your WTCO phone system, arrives before you start work, and is set up and supported by WTCO.

## Insight

Your calls, every morning.



Real report: 14 customer calls, 13 answered.

**Best for:** Any business that wants to know who called, who got through and who still needs a call back.

Daily email report in plain English

Customer calls, answered and missed

Missed-call follow-ups with call-back tracking

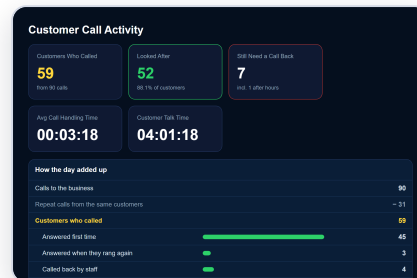
Busy times and peak hours

Most active extensions

Summary and recommendations

## Intelligence

Every department, every morning.



Real report: 90 calls from 59 customers.

**Best for:** Businesses with a phone menu or several teams. Uses your phone system's call-centre data.

**Everything in Insight**

Customers looked after, and who is still waiting

Results for every department or queue

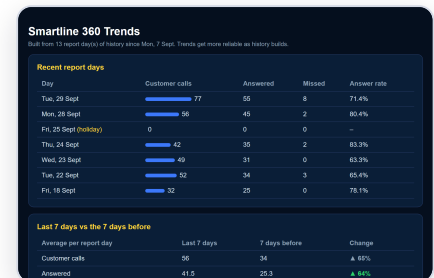
Staff and cross-department answering

Yesterday's late callers, carried over

Internal transfers that never connected

## 360

The bigger picture, over time.



Real 360 trends from the daily history.

**Best for:** Owners and managers who want trends, weekly and monthly reports, and any date on demand. Add it to Insight or Intelligence.

**Everything in your daily plan**

Trends in every daily report

Weekly report every Monday

Monthly report on the 1st

Online dashboard: search any date

Full daily reports on demand

| YOUR PLAN GUIDE                                           | INSIGHT        | INSIGHT 360    | INTELLIGENCE   | INTELLIGENCE 360 |
|-----------------------------------------------------------|----------------|----------------|----------------|------------------|
| Daily email report, missed-call follow-ups and busy times | ✓              | ✓              | ✓              | ✓                |
| Customers looked after vs still waiting                   | —              | —              | ✓              | ✓                |
| Department, staff and cross-department answering          | —              | —              | ✓              | ✓                |
| Yesterday's late callers, carried over                    | —              | —              | ✓              | ✓                |
| Trends in every daily report                              | —              | ✓              | —              | ✓                |
| Weekly and monthly reports                                | —              | ✓              | —              | ✓                |
| Online dashboard with date search                         | —              | ✓              | —              | ✓                |
| Monthly                                                   | \$66           | \$132          | \$199          | \$279            |
| Setup                                                     | \$440          | \$660          | \$795          | \$1,015          |
| Manager time saved                                        | 11 hrs a month | 21 hrs a month | 27 hrs a month | 41 hrs a month   |

All prices include GST. 360 is your daily plan plus the history: trends, weekly and monthly reports and the dashboard. Step up any time. Ask about our launch offer.

**WTCO's 100% satisfaction guarantee.** If it doesn't work as it should, we will work for free until it does.