

KNOW ABOUT EVERY JOB ENQUIRY, EVEN THE ONES YOU MISSED.

The Job You Missed While You Were Up a Ladder.

When you're on site, calls go unanswered, and customers don't wait. Smartline shows you **every enquiry that slipped through**, and whether anyone got back to them, before the customer rings someone else.

Carried Over From Monday

7 customers were still waiting for a call back at the end of Monday. 3 have been looked after today and 4 still need a call back.

Caller	When they called	Today
03 *** **2	Mon 2:30pm: may have left a voicemail	No contact yet. Still needs a call back
04** *** **3	Mon 3:46pm: may have left a voicemail	No contact yet. Still needs a call back
02 *** **7	Mon 4:16pm: hung up in the phone menu before choosing a department	No contact yet. Still needs a call back
04** *** **5	Mon 4:22pm: rang with no answer and no voicemail	Rang in 12:51pm, answered by Tom Doors (421)
04** *** **1	Mon 5:06pm: may have left a voicemail	Called back 8:10am by Jay Building (413)
04** *** **6	Mon 5:25pm: called after hours	Rang in 9:54am, answered by Kate Doors (401)
04** *** **5	Mon 8:21pm: called after hours	No contact yet. Still needs a call back

A real Smartline report: yesterday's late and after-hours callers, and who called them back. Names and numbers changed.

10:15am, on site

SOUND FAMILIAR?

You're halfway through a job when the phone buzzes in the van. By the time you're down, it's gone to voicemail, and the caller has already rung the next business on Google. You'll never know they called.

With Smartline, tomorrow morning's report shows that call, the time, the number, and whether anyone has called them back. The office can chase it before breakfast, and at the end of the month you'll see how many enquiries your phones are really bringing in.

WHAT YOU'LL SEE EVERY MORNING

Missed enquiries

Every call you couldn't take, with the number and time.

Call-back status

Who's been called back, and who's still waiting.

Which line they rang

Quotes, service, showroom: see where the work comes from.

After-hours callers

Evening and weekend enquiries, ready for the morning.

Dropped calls

Customers who rang back straight away, often a bad connection on site.

Busy days

Know when to keep someone on the phones.

Made for busy crews

Nothing to learn and nothing to install.

- ✓ Report lands in your inbox. Read it in two minutes over coffee.
- ✓ Works with your WTCO cloud phone system
- ✓ Your office sees exactly who to call back
- ✓ Staff answering shows who's covering the phones

See the bigger picture

With Smartline 360.

- ✓ Weekly and monthly reports on your enquiries
- ✓ Your quiet and busy days, compared week on week
- ✓ An online dashboard you can search by any date
- ✓ Real numbers for staffing and marketing decisions

Stop losing jobs

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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