

TOP 10 COST SAVING TIPS

- 1** If you allow international dialling, look at the **Countries Called Report** and see if those listed are what you would expect. If you make a lot of calls to a particular country, you may be able to get a better rate from a new supplier. If you don't do business internationally, you can set your telephone system to deny access to 00.
- 2** Are you on the right tariff? A supplier deals in 'minutes' and will give you a price based on the amount of time you spend connected. They will give you a rate for local, national and international calls during the working week. Use the **Outgoing Call Breakdown Report** to show the number of calls and the duration each month. Remember to ask if there is any minimum call charge; any connection charge; and how they charge for mobile and premium rated calls.
- 3** Do you see a lot of mobile calls? The **Mobile Call Breakdown Report** will give a summary of mobile dialling patterns. If this is a bit higher than you would expect it may be because some extensions have been diverted to a mobile. If so, you will be paying for incoming calls to be transferred out again. You can see this by running a Party Report filtered for incoming calls only, then see if there are any dialled numbers. It could be that staff work away from their desk and you could save money by using DECT phones instead.
- 4** How much time are people spending on the telephone? Use the **Company Extension Costs Report** for a summary of activity on all the extensions. Does this report reflect your expectations?
- 5** You can get more information on a particular extension by using the **All Calls Made Report** and filtering it just to look at a specific extension. Everyone has emergency days when things are unsettled at home, but if this is a regular occurrence it may need some HR attention.

*Get to know your dialling patterns. Check the **Daily Log** and **Site Activity** reports every day so that you quickly spot any anomalies.*

- 6** You may have a policy for banning all premium rated calls but this can cause difficulties if there is a help line that staff need to call. To keep an eye on premium calls, use the **Search for Dialled Number Report** and filter the dialled number for those beginning with 09 to find out which extension is calling these numbers, then send out a memo! Sometimes, just knowing that you are keeping tabs on dialling patterns, causes a drop in unnecessary calls.
- 7** If you have a Sales Team, you will expect them to be making a lot of calls. You can run the **Top 25 Busiest Extensions Report** to see if these are the people at the top of the list.
- 8** Do you have a lot of calls on the bills which you can't account for? You can use the **Search for Dialled Number Report** to find out which extension made them.
- 9** You may find calls that have been made to a directory enquiries service and cost pounds rather than pence. When you dial directory services, they offer to put the caller through - but they charge a premium. Check this by running a **Search for Dialled Number Report** and filter it for all dialled numbers beginning with 118, if they have durations of longer than 3 minutes, it is likely that these calls were put through. Encourage users to dial the number directly or, even cheaper, use an on-line service.
- 10** Remember to check for out of hours use. Activity on the telephone system when all the staff have gone home is often attributed to cleaners or security people, but it could also imply misuse (such as an extension being diverted for home use) or hacking by someone selling calls courtesy of your telephone system. Run a **All Calls Made Report** and set the times for the close and opening of business.

*For a quick view of costly calls use these reports:
Top 25 High Cost Numbers and
Top 25 Long Duration Numbers*