



# How much time do we spend on business calls?

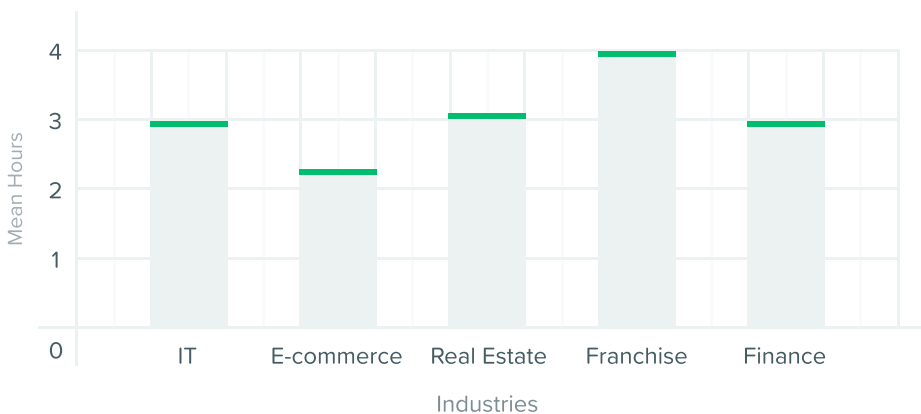
## Time spent answering calls by country.

US professionals spend, on average, 1.1 hours longer on phone calls every day than UK professionals



## Time spent answering calls by industries.

Professionals within the franchise industry spend half their typical workday on the phone!



**51%**

of respondents say their organisation does not have enough dedicated secretaries or colleagues answering telephone calls.

**46%**

of respondents say they spend a lot of time in a typical working day answering unnecessary telephone calls.

**60%**

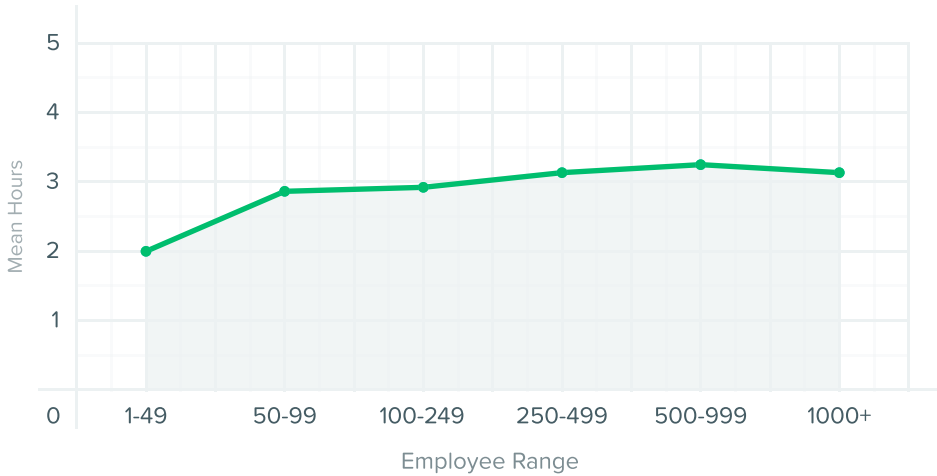
of respondents say their workday would be much more efficient if they had someone to answer calls for them.

**59%**

of respondents say a lot of employees in their organisation juggle answering telephone calls with their other work.

## Time spent answering calls by organisation size.

Professionals within larger organisations spend more time on phone calls every day, compared to those in smaller organisations.



**76%**

of respondents say the telephone will continue to be an important customer service tool for their organization in 5 years' time.



## Time spent answering calls based on level in organization.



- Owner / Co-Owner / Partner
- Senior Management (CEO / VP / Managing Director)
- Middle Management (Director / Divisional / Department Head)
- Team Leader / Manager
- Specialist / Professional

Values plotted for Mean Hours/Day

Specialist / Professional spend about a mean of 3.5 hours in a day answering calls. Comparatively they spend more time than any other level in organization.