



How much time do we spend on business calls?

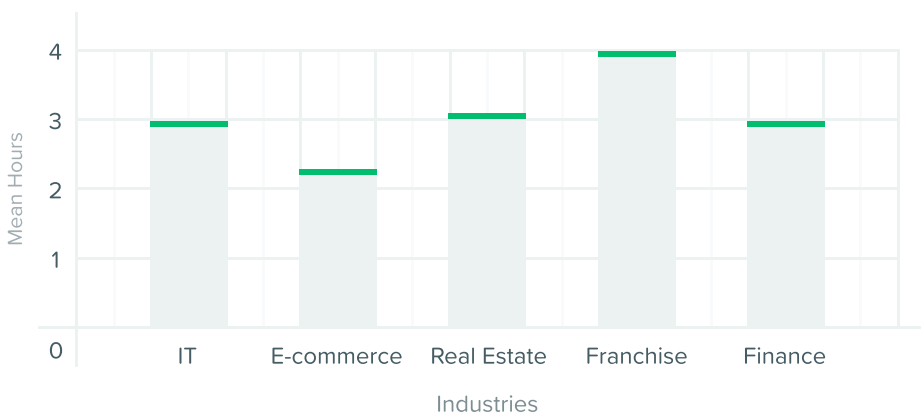
Time spent answering calls by country.

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!



Of the 400 respondents:

51%

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

46%

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

60%

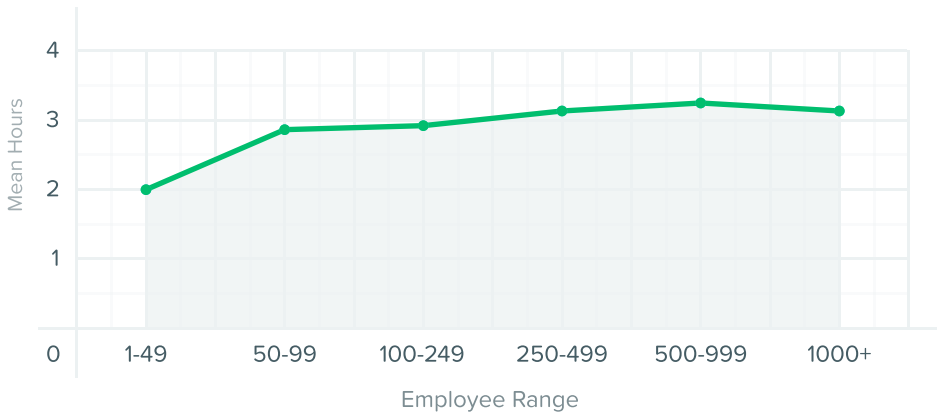
say their workday would be much more efficient if they had someone to answer calls for them.

59%

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 organisation in 5 years' time.



Time spent answering calls based on level in organisation.



Values plotted for Mean Hours/Day

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

Respondents in the 'Specialist / Professional' class spend, on average, 3.5 hours in a day answering calls. Comparatively they spend more time than any other level in organisation.