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.

🇺🇸 USA
3.5 hours/day

🇬🇧 UK
2.4 hours/day

Time spent answering calls by industries.

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

Mean Hours — Industries: IT, E-commerce, Real Estate, Franchise, Finance
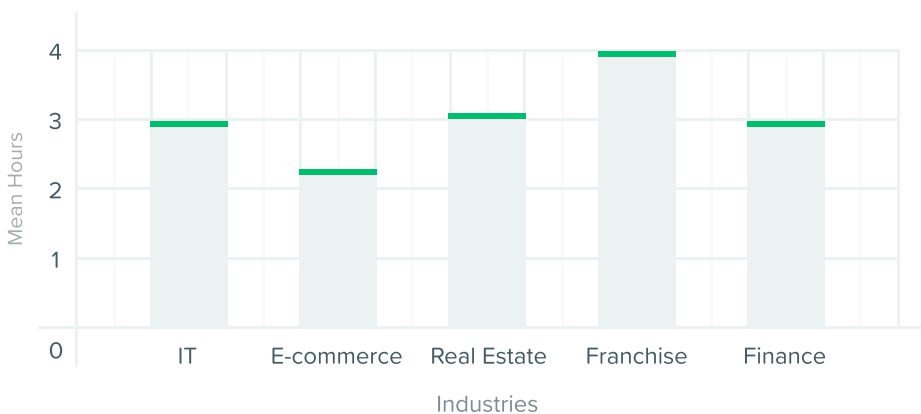
Of the 400 respondents:

51%

say their organization 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 organization juggle answering telephone calls with their other work.

We plant a tree for every customer, every month.

★ Trustpilot
★★★★★

Google Reviews
★★★★★

answerconnect

Time spent answering calls by organization size.

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

Mean Hours

Employee Range
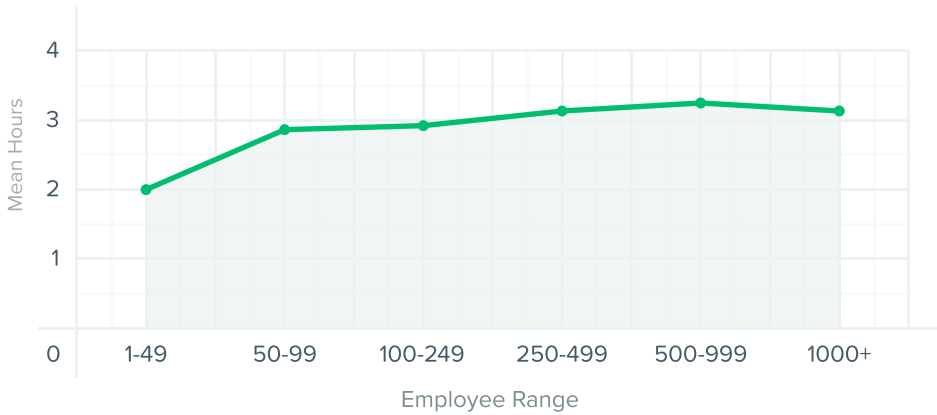
76%

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.

3.5
2.6
2.5
3.4
2.9

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 organization.