



Telephone system cost accountability is essential to the basic operations of professional firms in industries such as legal, accounting, marketing agencies, architects and engineers.

To avoid loss of revenue, it is vital that professional staff efficiently and accurately record time and resources spent working on client accounts.

Today's technology can assist them to do so. Evotec implements solutions for accounting and legal firms which utilise the in-built capability of a telephone system to track telephone calls. We assign account codes to clients, or departments, and the system records the duration of calls and cost of calls to that code.

Any organisation can use this technology to effectively allocate communications expenses to departments, and for professional firms, the additional dimension is the assignment of time and costs to their clients.

The telephone system's record-keeping is more efficient and accurate than relying on human record-keeping, and can be utilised for in-depth analysis and comparison.

Evotec can also provide Video and [Call Recording](#) solutions which provide evidence-based records of client transactions and also provides content for staff training.

Our systems also provide Auto Attendant functions which can intelligently route your incoming customer calls to the correct person. For an expert solution for your business communications, contact us on 1300 133 996.