Business Voice Account Codes

BUSINESS VOICE ACCOUNT CODES

"The sky is the limit when you move to the cloud with PenTeleData."

Jaime Mendes
V.P. of Operations, PenTeleData

PENTELEDATA OFFERS A FIBER RICH BACKBONE WITH NEARLY 10,000 MILES OF FIBER OPTIC CABLING THROUGHOUT OUR NETWORK.

ACCOUNT CODES

Many service-based businesses, including digital agencies, accounting firms, law firms, and consulting companies, rely on billable hours to charge clients for the services they provide. With the help of PenTeleData Account Codes, businesses can easily track how much time employees spend on revenue-generating work. These businesses depend on their employees to log their hours, which are then billed to the client, but ensuring precise time tracking can be difficult. PenTeleData Account Codes simplify this process by removing the guesswork, allowing clients to be billed exactly for the time spent on their projects. By dialing *37 and entering the assigned Account Code before, during, or after a call, every moment of work is accurately captured.

Tracking billable hours is useful to your business for several reasons. The most obvious reason is that it helps you determine how much to bill clients. Knowing how long it takes you to complete a project helps you set a budget that helps you make money and run a sustainable business.

Tracking billable and non-billable work also gives you insight into which projects and clients are most valuable to your company.

How much time do you spend with each customer?

What kind of work does it involve?

And, above all, what is your profit margin with each customer?

By requiring PenTeleData account codes for all outbound calls, companies can now block unauthorized calls at the extension level or system-wide for users who do not enter the correct outbound code.

When employees don't properly track their hours, company finances can suffer. A study revealed that companies that do not accurately track billable hours lose up to $50,000 in annual revenue per employee. A billable-hours model will help you evaluate employee performance, reduce non-billable hours, and forecast your team's capacity and revenue.

It's easy to lose track of the billable hour. You may think you only spend five minutes on a job, but when you look at the clock, it's an hour! Keeping track of your billable hours will help you keep your finances in order and make sure you charge for every minute of work you do for your clients.

Account Code usage can be tracked by the company administrator by logging into the Customer portal and navigating to Call History. Call History can then be downloaded by clicking on the Email CSV button at the top right of the screen.

PenTeleData®
business voice

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