

Account Code Numbers With POPP’s Call Accounting

Account code numbers are a powerful tool that enables your company to:

- Measure outgoing calls made by sales and service representatives including number of outgoing calls, the telephone numbers that were called and how much time was spent on the calls
- Measure time spent with the 20% of your customers that generate 80% of your revenue
- Empower your management and representatives to identify customers who aren’t receiving calls from your representatives, or customers who aren’t profitable
- Accurately bill back clients, departments or projects

Account Code Numbers Are Flexible

- Available on local, long distance (includes international) and 0/411 calls
- Choose 1-8 digits in length
- Assign an account code to each employee, department, project or customer
- Set up account code numbers on all company phone lines/T-1s or selected phone lines/T-1s
- Account codes numbers can be:
 - Verified (only account codes that are pre-authorized by you will pass through POPP’s network)
 - Open (accepts any account code that has the same length you’ve chosen)

Account Code Numbers Reporting

All reports are available online at POPP’s Manage My Account site.

Example – Account Code Inventory, Report 080

Acct Code	Name	Local Calls		Long Distance Calls			0/411 Calls	
		Calls	Minutes	Calls	Minutes	Charges	Calls	Charges
531	MICHAEL ANDERSON <i>1202 calls, 1962.5 minutes, \$9.66</i>	1080	1629.3	122	333.2	9.66	0	0.00
532	DREW BARNTON <i>325 calls, 639.8 minutes, \$10.03</i>	325	639.8	81	191.7	5.56	3	4.47
TOTALS		1405	2269.1	203	524.9	15.22	3	4.47

Quickly see how many calls each employee made.

Example – Outgoing Calls by Account Code, Report 093M sorted by minutes

Phone Call Summary							Phone Call History							
Account Code 533 – KAREN BLACKSMITH			Current/Past Month				2nd Past Month		3rd Past Month		4th Past Month		5th Past Month	
Phone Number	Location	Type	Calls	Minutes	Charge	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	
651-633-2648	ST PAUL, MN	L	55	216.5	N/C	42	51.2	25	45.3	42	51.2	25	45.3	
212-852-3659	NEW YORK, NY	LD	26	194.2	7.58	27	201.8	18	142.0	11	96.9	21	168.0	
763-478-6294	PLYMOUTH, MN	L	41	129.4	N/C	39	48.3	50	113.9	29	48.3	50	113.9	
0/411	N/A	411	7	N/A	10.43		N/A	4	N/A	5	N/A	4	N/A	
TOTAL			129	540.1	18.01									

Is \$10.43 in 0/411 charges acceptable?

- Reports can be sorted by most to least number of calls or minutes, or by state and area code
- Reports can be filtered to list only phone numbers with ‘X’ minutes or more (you choose the filter)
- Reports are available: weekly (current week + four-week history) and/or monthly (current month + four-month history)
- Optional bill-back reports are available that automatically add a specific dollar amount to each call or minute and allocate taxes and surcharges by account code number

Getting Started Is Easy

Account code numbers are easy to set up, easy to use and your skilled account advisor is ready to help you. For assistance, call your account advisor at 763-797-7900.

Note: Some applications (e.g., off-site call forwarding) may need to be re-configured to work with account code numbers.

