

Checklist: Find Out If Your Contact Center Solution Is Delivering for Your Business

Navigate through this checklist to see if your CCaaS solution meets your requirements or if your business needs expert guidance to find the right fit.



Are you happy with the overall quality of your contact center solution?

Yes: Our solution works well for both our agents and customers.

No: Our solution doesn't provide what we need for efficient customer service.

YES NO

Does your contact center deliver good results and scalability in a budget-friendly way?

Yes: Our expenses are manageable and transparent.

No: Our budget is stretched thin, and we don't get everything we need for what we pay.

YES NO

Does your contact center solution provide all the call center options you need including call queue, standard call routing and reporting, and simple supervisor reports and dashboards?

Yes: Our current setup gives us everything we need, and we're not looking to change.

No: Our solution doesn't even provide the basic call center functionality we require.

YES NO

If you require more robust contact center capabilities with options like Multi Channel (SMS, Email, Web Chat etc) AI, Speech Analytics, Workforce Management, and more, does your solution include them?

Yes: We're satisfied with the features our solution provides.

No: Our existing technology is limited, and we need more than just call center capabilities.

YES NO

If needed, are your supervisors able to conduct training, agent scoring, and workforce management with your current setup?

Yes: We're focused on continuous improvement, and our supervisors have the functionality we need in place.

No: We don't have the right solution to support our supervisors' needs.

YES NO

If you need the capability to record your calls for quality control, tracking, and training, does your current solution provide it?

Yes: We find our existing call recording functionality extremely useful.

No: We would love to have this capability but currently don't.

YES NO

Have you recently had an expert review your call center environment to ensure its performance is optimal?

Yes: We work with a consultant who's confirmed what we have is what we need.

No: We're not even sure what features are included in our existing solution.

YES NO

Have you recently reviewed your business objectives and made appropriate changes to your contact center's capabilities?

Yes: We have a plan for the future and have equipped our contact center accordingly.

No: Our contact center has the same functionality it did at the end of 2019, and it's not even meeting our current needs.

YES NO

Have you determined your customers' preferred communication channels – and made appropriate changes if needed?

Yes: We've done this, and our customer experience rating has improved greatly.

No: We're not sure what our customers' preferences are, but we know we need to make a change.

YES NO

Time to Tally Your Responses!

If you answered "yes" to six or more of these questions, congratulations! Your contact center solution has you mostly covered, but you could still benefit from a consultation with CommQuotes to see how you can make sure you have the exact contact center functionality you need – no more, no less.

If you answered "no" to at least two of these questions, your contact center isn't the right fit for your business. **Contact us**, and one of our expert contact center consultants will get in touch to discuss your unique needs – and how to find the right-fit contact center solution at the lowest possible cost.

1-888-9-QUOTES
www.commquotes.com