

Get the Truth.

Ask providers these 9 questions before committing to a contact center solution.

THEIR TECHNOLOGY



1 UNIFIED

Can you manage the customer experience end-to-end?

Does it consolidate infrastructure and connectivity into one?



2 MULTI-CHANNEL

What channels are supported and are they integrated?

How easy is it to add channels and make quick changes to self-service and routing?



3 SCALABILITY & RELIABILITY

Do they have a published uptime guarantee?

What are their fail over and redundancy features?

THEIR EXPERIENCE



4 CLOUD EXPERTISE

Is the solution 100% cloud-focused?

How long have they been in the cloud?



5 SUPPORT

How much experience do their support teams have in implementation and best practices?



6 MATURITY

How long has it been deployed?

How many companies have adopted this solution?

THEIR CUSTOMERS & PARTNERS



7 CUSTOMER RATINGS

Who are their current customers and what has been their experience?

Does the provider listen to customers?



8 MARKET SHARE

How many sites do they claim and are they similar to yours?

How many agents do they support across all customers?

How many interactions are supported annually?



9 PARTNERSHIPS

What technology and business partnerships validate their solution?