

Connectivity to the Cloud Checklist: Choosing a True All-In-One Solution

Ask the Tough Questions to Find the Right Vendor

If you're looking for a contact center partner to help you deliver high quality customer experiences, streamline operations, and eliminate implementation and management hassles, consider a true all-in-one cloud connectivity solution.

1

True All-In-One Solution

- Does the solution include telephony, software, and network services in the cloud from one vendor, all managed by that vendor?

2

End-to-End Solution with Carrier-Grade Connectivity

- Is security and quality integrated at every point in the contact center's telephony and IP connectivity?
- Can the vendor provide extensive telephony options including global inbound numbers, dedicated ISDN, PSTN, VOIP, MPLS, and SIP Trunking in any combination.
- Can the vendor accommodate virtually any type of connectivity model and PBX system?

3

Pre-Integrated Technology, Rapid Deployment & Maintenance

- Were the carrier network and cloud software built from the ground up to work together?
- Are technologies compatible? Do they use the same protocols and are they ready to implement?
- Can the vendor implement and make changes quickly, without lengthy set up and back and forth between other vendors?
- Do they follow detailed implementation steps?

4

Redundancy & Business Continuity

- Does the solution include redundant fiber links, edge and core routers, firewalls and VoIP hardware? Does it have multiple ISP and diverse toll-free carrier routes?
- Do they have geographically disperse and redundant servers, power systems, communication ports, databases, and other key components?
- Do multiple mirrored server centers function as both primary and backup locations so that call flows continue uninterrupted if there's a problem?
- Does the vendor provide a documented disaster recovery plan?

5

Broad International Coverage

- Can agents be located all over the world yet be connected to act as a single unit ?
- Is follow-the-sun routing available?
- Are there multiple points of presence (POP) to reduce call latency and increase voice quality?
- Can they provide international local or toll-free numbers in over 100 countries?

6

Transparency & Unified Reporting

- Do they have a CSO and a Trust Office that provides transparent online performance reporting?
- Is reporting unified for both telephony and cloud contact center software?

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Expertise in Telecom & Cloud Technologies

- Does the vendor have in-depth expertise in both telecom and cloud software technologies?
- Do they know how to seamlessly integrate telecom and cloud software technologies?
- Do they have actual experience implementing telecom solutions while also serving telecom customers?
- Do they have a robust network infrastructure and architecture, all managed by the company's employees?
- Is the vendor motivated to find what works best for you rather than sell or promote a particular type of connectivity?

Learn More About A True All-In-One Cloud Connectivity Solution

Download the Solution Brief: [Telephony and Connectivity to the Cloud: Why Choosing a True All-In-One Solution Matters](#)

About inContact

The cloud contact center software leader, inContact is 100% focused on the cloud and is the only provider to combine cloud software with an enterprise-class telecommunications network. inContact is dedicated to security and is the only cloud contact center solution with a *Trust Office*. Winner of Frost & Sullivan 2012 North American Cloud Company of the Year in Cloud Contact Center Solutions, inContact has deployed over 1,300 cloud contact center instances.