



Checklist for choosing a call center software

AFTER TRIAL CHECKLIST:

1. Is there a drop in the number of missed calls?

YES

NO

2. Has the average call wait time per day reduced?

YES

NO

3. Are you able to give clear and constructive feedback from reports?

YES

NO

4. Do all your agents get to attend an equal share of calls per day?

YES

NO

5. Has the overall cost of your call center operations reduced?

YES

NO

6. Has your customer satisfaction improved? (eg. Check via an NPS survey).

YES

NO



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AFTER TRIAL CHECKLIST:

7. Have you reduced agent-burnout?

YES

NO

8. Have you reduced agent attrition?

YES

NO

9. Has the customer churn rate dropped?

YES

NO

10. Has there been a decrease in repeated calls for a single issue?

YES

NO

11. Has the number of voicemails decreased?

YES

NO

12. Has collaboration and internal communication between your agents improved?

YES

NO