



# Product pre-trial questions

1. What's the biggest roadblock at present in managing calls for your business?

- Too many calls per day       Time spent on each call       Cost per call
- Call coming in at odd hours

2. What kind of system have you been using till date?

- On-premise system       Call center software       Contact center software
- Nothing exclusive to manage calls

3. What is the size of your call center team?

- 0-10 agents       10-100 agents       More than 100

4. What are you looking for in the new software that your old one lacks?

- Cost efficiency       Simplicity       Call quality
- Scalability

5. What is the size of your company?

- 0-20       20 - 100       100 - 500
- 500+

6. How geographically diverse is your business?

- Entire team works from a single location       Multiple branches within the same country       Branches are spread across different countries



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7. What type of customer calls does your business bank on?

- Mostly Inbound                       Mostly Outbound                       Only Inbound
- Only Outbound

8. What is the one thing that your call center agent would love to have extra help with?

- Volume of calls                       No of calls in queue at a given instance                       In efficient routing to busy agents
- Others

9. Is there a routine task that takes away most of your agent's time—that can be automated?

- Checking the availability of other agents                       Transferring calls to the idle agents                       Routing calls based on the department

10. When your agents are busy to pick calls, do you want the call to be,

- Directed to the voicemail                       Sent to a different team                       Routed to an external call center

11. How do you want your team to be updated internally?

- Sharing weekly reports through reports                       Gamification with performance badges                       Updation is not really your priority

12. How do you want to set up your call center workflows?

- I want an out of the box solution that requires minimal set up                       I want a customised software that is implemented for my business                       I want a complex software that can be set up by my IT team