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
<table>
<thead>
<tr>
<th>Question</th>
<th>Options</th>
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<tbody>
<tr>
<td>7. What type of customer calls does your business bank on?</td>
<td>Mostly Inbound, Mostly Outbound, Only Inbound, Only Outbound</td>
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<td>8. What is the one thing that your call center agent would love to have extra help with?</td>
<td>Volume of calls, No of calls in queue at a given instance, In efficient routing to busy agents</td>
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<td>9. Is there a routine task that takes away most of your agent’s time—that can be automated?</td>
<td>Checking the availability of other agents, Transferring calls to the idle agents, Routing calls based on the department</td>
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<tr>
<td>10. When your agents are busy to pick calls, do you want the call to be,</td>
<td>Directed to the voicemail, Sent to a different team, Routed to an external call center</td>
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<td>11. How do you want your team to be updated internally?</td>
<td>Sharing weekly reports through reports, Gamification with performance badges, Updation is not really your priority</td>
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<tr>
<td>12. How do you want to set up your call center workflows?</td>
<td>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</td>
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