

# Call Center Discovery Document

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1. What is driving you to look for a new call center solution?
2. Are your call center agents located in one location or multiple locations?
3. How many users do you have in the corporate office?
4. Are you looking to expand your ability to service your customers through new channels (email, chat, social, mobile, etc.)

5. How many call center agents do you presently have?
6. How many supervisors do you have?
7. Have you considered a call center solution in the cloud?

8. What systems or applications would you like for your call center solution to integrate with?
9. How many calls does your call center handle in a typical day?

10. Do you look at statistical reports from your call center today?
11. Do you need the ability to track each and every customer call from entrance-to-exit?
12. Do you want the ability to integrate Crystal Reports?

13. What are your voice recording requirements? (Total days needed to retrieve)

14. Any additional insight you can provide on your call center needs?