

Call Center

# CHECKLIST

## CALL CENTER TYPE

- Inbound
- Outbound
- Blended

## PHYSICAL SETUP

- On-premise staffing
- Remote team
- Hybrid team

## BUDGETING

- Reduces costs: operating, overhead, and labor expenses
- Provides intangible benefits: improved satisfaction and quality
- Provides efficiency gains: streamlined processes and relationships

## TECHNOLOGY

- Custom IVR
- ACD
- Smooth CRM integration
- Compliant call recording

## ANALYTICS

- Custom real-time dashboards
- Automated reporting
- Historical data interpretation
- Real-time predictive analytics

## OMNICHANNEL COVERAGE

- Handles phone, email, SMS, text, live chat, and social media requests
- Ensures 24/7 coverage
- Provides insights and trend forecasting
- Personalizes service based on customer history

@globalresponse

## RECRUITMENT

- Targets specific customer support skills
- Accurately evaluates relevant experience
- Recruits certified agents where applicable

## TRAINING & WFM

- Cross-trains teams for growth and flexibility
- Streamlines training while enhancing proficiency and confidence
- Provides soft skills, compliance, and product training
- AI technologies reference regularly updated knowledge bases
- Automates shift and break scheduling
- Utilizes customer-agent matching

## COMPLIANCE

- PCI DSS
- HIPAA
- SOC 2
- GDPR

## SECURITY

- Data encryption
- Secure storage
- Access controls
- Audit preparation

## QUALITY CONTROL

- Defines goals and key performance indicators
- Automates call monitoring in a standardized framework
- Provides targeted continuous agent coaching
- Utilizes sentiment analysis to provide deep customer insights
- Regularly evaluates performance and adjusts strategies accordingly
- Implements feedback loops to enhance customer experience