

Call Center Upgrade Checklist

Use this checklist to help determine if you need to upgrade your current call or contact center to a cloud-based contact center. If you currently operate a cloud-based contact center, use it to help decide if you're in need of any new capabilities.

It's simple

The more boxes you check, the more likely an AI-powered cloud contact center platform can help.

→ Agent Experience

- Remote/hybrid agents can't access the tools or systems they need to be successful
- Remote/hybrid agents feel disconnected from their teams and the larger organization
- Your agent interface is hard to learn and navigate
- Agents can't locate customer history or data to help quickly resolve issues in real-time
- Agents can't easily access subject matter experts or resources within the organization

→ Customer Experience

- Your NPS or CSAT scores are low or could be better
- First-call resolution numbers are low or need improvement
- Wait and handle times are too high
- Customers are frustrated by continuously repeating their issues to different agents
- Customers have a limited choice of communication channels (no options for chat, video, SMS, social media, etc.)

→ Supervisor/Contact Center Leader Experience

- Your reports are not giving you the insights required to understand your customers and their needs
- Generating reports is cumbersome and/or manual
- It takes a long time to onboard new agents
- Customers are frustrated by continuously repeating their issues to different agents
- Post-call coaching and real-time support tools are not ideal

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→ Complexity

- Your current solution is cumbersome or complex for agents and leaders to use
 - You can't track or transfer support calls between agents and subject matter experts
 - Your contact center solution runs on a separate platform from your UCaaS solution, creating complexity and giving your team multiple bills and vendors to manage
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→ Cost

- Your current solution is getting too expensive to run
 - Having multiple communication solutions across the company increases overall operational costs
 - Your contact center contract is about to expire with your current provider (including COVID-related benefits or discounts)
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→ Future-Ready/Technology

- Your current vendor does not offer the latest GenAI tools
- Your current vendor can't seamlessly integrate with the third-party tools your team uses every day

Notes:



Don't know where to start?

We're here to help. Contact one of our contact center experts, and they'll happily answer any questions you have.

Questions? [+1 \(888\) 799-9666](tel:+18887999666)

Find out more about **Zoom Contact Center** and our approach to AI.