

VCCS

Looking for (good) Support?



Virtual Call Center Solutions

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Some important things to consider when outsourcing your support needs...

Experience

- What type of experience does the person/company have?

Everyone has heard the term “You get what you pay for” this is usually true with any product or service. There is more to consider when choosing a company or individual than just price. Make sure the support provider can work with all of the systems and software involved with your needs, and has experience doing so.

Knowledge

- What type of knowledge is required for your particular needs?

Does the support provider need to have knowledge of existing systems or software? Often times you will find someone with efficient knowledge of software such as trixbox or vicidial, but do they have adequate knowledge of Network Topology or other software such as MySQL, or how it integrates with your CRM? Someone who lacks a wide range of knowledge may charge a lower price but take a longer time to complete tasks. These situations may seem appealing, but tend to be much more costly over time.

Availability

- When do you need support and can you get it?

If your business hours are at a standard or off peak time, make sure you are able to receive support when you will need it. What about emergency support? Will you be able to get this when you need it and at a reasonable response rate? Time zones and hours of operation are important to know when choosing a support option.

Turn Key Solution

- What else can the company provide that may be of use down the road?

At some point in time you may find it necessary to expand your implementation, do upgrades and bug fixes, or customize your products. Perhaps you need VoIP or VPS hosting, maybe hardware? A company that can provide a “Turn Key” operation can be beneficial in the future when you find yourself spiraling through the web at a later time... After all, good help is hard to find!