

AnswerNow!

Getting Started

Are you ready to hire a call center? If so, here is a list of questions to ask.

1. Name of Service?

2. How long does the Service keep copies of messages?

3. Does the Service use a Voice Logger or Recorder?

4. What is the average education level of the Service's operators?

5. What is the average retention rate of the Service's operators?

6. What is the average pay rate of the Service's operators?

7. What is the typical length of an operator's training?

8. Does the Service have Uninterrupted Back-Up Power?

9. How long can the Service sustain a power failure? (They should own a generator, as it is difficult to rent one during long area-wide outages).

10. What percentage of the staff speaks Spanish?



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