



TECHNICAL CONSIDERATIONS

WHEN UPGRADING YOUR CALL CENTER

Your July SPOT Topic
from The Fulcrum Group



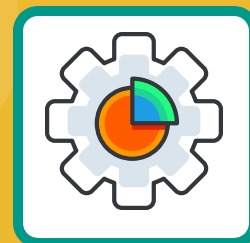
Network Requirements

How well do you understand your current and future network needs? Know the essential questions you need to ask to help determine if your network is ready or if there are any improvements you should make.



Deployment Options

How do you want to deploy your new system? In the cloud, on a dedicated appliance, or in a virtual environment... Many factors can play a role in determining the right deployment option for you, and you'll need to understand the technical pros and cons of each.



System Integrations

IT team members know how hard it is to keep up with the many business systems their organization requires. Adding a VoIP-based call center phone system to your existing technology stack shouldn't make your life more difficult. Being able to integrate your phone system with other business applications should be a top priority.



Vendor Lock-In

When researching your call center phone system platform, make sure that your vendor does not force you to purchase every component of the system from them.

See more points to consider when upgrading your call center in July's newsletter at www.fulcrum.pro