

Suite1000

Qualifying a Call Center Service Provider

Questions you didn't know you should ask -- and the answers you want to hear -- before buying.

You've selected a call service provider as the preferred choice for your business. Now, it's time to look at the details. What questions do you need to ask to ensure you're making the right decision before purchasing?

Use this list as a guide to the basic questions you should ask to drill down to the gritty details.

1. Will there be additional charges for account changes and on-call updates? (Preferred answer: No. Otherwise, you're at risk for surprises on your bill.)
2. Is ring-time and hold time billable? (Preferred answer: No. Billing for hold time rewards the call center for poor service and runs up your bill unnecessarily.)
3. What is the average call length for our type of calls? (Preferred answer: Anything reasonable, as long as it's detailed and backed up by evidence. A reputable company will have a history of similar clients to draw on and can give you a firm answer to this question.)
4. Will you give me an overall cost projection for an average billing cycle? (Preferred answer: Yes. While there may be small variations in billing cycles, in most cases, the provider should be able to give you a reliable average estimate for your specific account.) Are there additional charges for after-hours calls or holidays? (Preferred answer: No. There is no additional cost for coverage during these times.)
5. Is there a charge to bill me? (Preferred answer: No. This should be included in your package, not an add-on fee. Surprisingly, many companies do charge for this.)

**This is an excerpt from "Call Center Buying Guide".
[Download our free eBook](#) and learn common mistakes to avoid, criteria to determine if your business is ready for an answering service, and more!**

SUITE 1000 is a U.S. based national telephone answering service that has specialized in handling sales leads, appointment scheduling, and customer service calls for over 25 years. [Request a consultation](#) today to learn how SUITE 1000 can help you.

