



Please consider the following questions when determining your outsourced solution needs. Our sales team looks forward to sharing our Synovation with you.

- Do you need inbound or outbound assistance?
- Do you interact with a consumer or business-to-business market?
- Do you require additional channel support such as email or chat?
- What is the purpose of the call (sales, customer service, tech support, etc.)
- What is the average length of your call?
- What is your expected call volume?
- What hours of coverage will you need?
- If inbound, do you have any historical data on call flow such as an interval report?
- If outbound, do you have a call list?
- Do you need Spanish language support?
- Do you have a script?
- Do you have training materials?
- Do you need call recording?