

# Evaluation Criteria for Enterprise Contact Centers

Use this checklist to evaluate whether a contact center solution is truly enterprise-ready. Not every organization will need every capability, but gaps in these areas often signal long-term risk.

## Core Platform Readiness

- Supports hundreds or thousands of agents without performance degradation
- Provides global routing, redundancy, and uptime SLAs
- Handles voice and digital channels within a single operational view
- Enables phased rollouts across teams, regions, or business units

## AI and Automation Capabilities

- Offers real-time or near-real-time AI support for agents and supervisors
- Automates quality assurance and reduces manual review effort
- Surfaces actionable insights rather than raw transcripts or dashboards
- Allows AI capabilities to be added without replacing the CCaaS platform

## Agent Enablement and Performance

- Supports in-workflow guidance rather than post-call-only feedback
- Provides coaching tools for supervisors and QA teams
- Aligns with existing agent workflows and scripts
- Helps improve consistency, compliance, and customer experience

## Integration and Data Architecture

- Integrates cleanly with CRM, WFM, and existing contact center tools
- Offers robust APIs and documented integration patterns
- Avoids creating new data silos or duplicate reporting systems

- Supports enterprise data governance and ownership models

## **Security, Compliance, and Governance**

- Meets relevant compliance standards (SOC 2, GDPR, PCI, HIPAA, etc.)
- Provides granular role-based access controls
- Supports audit logs and compliance reporting
- Offers data residency and retention controls

## **Scalability and Long-Term Viability**

- Scales across geographies, channels, and seasonal demand
- Has a clear product roadmap aligned with enterprise needs
- Demonstrates financial stability and enterprise customer references
- Minimizes long-term operational and maintenance overhead