

Essential Questions to Ask When Choosing a BPO: Avoid Hidden Costs

Category	Question
Employee Experience	Are your agents employees or contractors?
Employee Experience	What do you pay your agents?
Employee Experience	What benefits do you provide?
Employee Experience	What is your all-in attrition? Please include voluntary and involuntary, for all tenures, all clients, including both production and training.
Employee Experience	This is not a question—but check their Glassdoor and Facebook reviews.
Business Continuity	What was your downtime due to weather in the last six months?
Business Continuity	Please describe any specific incidents in which the call center was closed or agents unable to work.
Security & Tech	Do you provide your agents with computers? If not, how do you secure their personal computers?
Security & Tech	What is your BitSight score?
Security & Tech	What level of insurance coverage do you have?
Security & Tech	What certifications do you have (SOC 2, PCI, etc.)?
Security & Tech	Will agents be hybrid, in-center, or remote? What are your security protocols for the relevant environments.
Security & Tech	What solutions do you offer for implementing or optimizing call center software? What is the cost of these services?
Security & Tech	Do you have a 24/7 helpdesk to support your agents if they have technical problems?
Account Management	Will I have a dedicated Account Manager? Who will this person be?

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Account Management	What is the average tenure and industry experience of your Account Managers?
Account Management	What is the Account Manager's role? How often will I talk to them?
Quality	What is your average QA score across your client base?
Quality	How many audits do you typically do per agent per week?
Quality	What do your QA analysts do, in addition to audits?
Training	Will you completely own training?
Training	Will you create or supplement our training materials?
Reporting	What reporting do you provide, and how often? Please provide examples.
Financial Stability	What is your ownership structure?
Financial Stability	What are your Debt Service Coverage and Current Ratios?
Financial Stability	Who are your banking partners?
Costs & Contract Terms	Are there any setup costs?
Costs & Contract Terms	If training, QA, reporting, and WFM are not included, please provide cost estimates
Costs & Contract Terms	If those support services are included, please detail what is included in the cost.
Costs & Contract Terms	Are there any other costs we should expect to see?
Costs & Contract Terms	Are we billed when agents are out of office for any reason?
Costs & Contract Terms	What is your contract length and do you offer a term for convenience? If so, what is it?