

PREPARING TO OUTSOURCE CUSTOMER SERVICE

YOUR CHECKLIST FOR SUCCESS



- 1** Identify your current needs: Customer time zones and language preferences, seasonality of volume, preferred channels - phone, email, chat, social.
- 2** Designate an internal champion, typically a marketing, sales, or customer experience leader.
- 3** Outline the FAQs (and answers!) you've identified in prior support inquiries to build upon as a reference for agents.
- 4** Establish clear goals for volume, response time, CSAT scores, and set regularly scheduled meetings to review your successes.
- 5** Find a partner who can represent your brand, your company's culture, and is willing to be flexible as your needs evolve with your growth.

**FOR MORE INFORMATION ABOUT HOW TO GO WITH MINDSTART, CONTACT US:
512-615-1373 / SALES@GOMINDSTART.COM / WWW.GOMINDSTART.COM**

