

Software Comparison Checklist for High-Volume Needs

Must-Have Feature	Why it Matters	Does it have it?
Instant Scaling	Can you add 10 new agents in minutes during a spike in calls?	<input type="checkbox"/> Yes / <input type="checkbox"/> No
Live Dashboard	Can you see exactly how many people are in the call queue right now?	<input type="checkbox"/> Yes / <input type="checkbox"/> No
Built-in AI	Does it include an AI agent or automatic notes to save time?	<input type="checkbox"/> Yes / <input type="checkbox"/> No
App Connections	Does it connect to CRM or other tools you already use?	<input type="checkbox"/> Yes / <input type="checkbox"/> No
Easy Interface	Can a new person learn how to use it in less than an hour?	<input type="checkbox"/> Yes / <input type="checkbox"/> No
99.9% Uptime	Is the system famous for never crashing or going offline?	<input type="checkbox"/> Yes / <input type="checkbox"/> No
Smart Routing	Can it send calls to the right team members automatically?	<input type="checkbox"/> Yes / <input type="checkbox"/> No