

Checklist For Starting a Call Center

Business Planning

- Develop a detailed plan
- Choose a business structure
- Set objectives and goals

Market Research

- Identify target industries
- Analyze market demand
- Study outsourcing trends

Legal and Compliance

- Register your business
- Obtain licenses and permits
- Comply with protection laws

Technology and Infrastructure

- Select a location
- Invest in call center software
- Set up IT and telecom systems

Human Resources

- Write job descriptions and hire
- Create staff training programs
- Use workforce management tools

Operations Management

- Design call flows and scripts
- Establish quality assurance
- Set client onboarding processes

Financial Management

- Budget for setup and operations
- Secure funding if needed
- Set up financial systems

Sales and Marketing

- Develop a marketing strategy
- Create promotional materials
- Build a website

Customer Service

- Implement CRM systems
- Train in customer service
- Monitor and enhance satisfaction

Go-to Resources for Starting a Call Center

Call Center Software

- [Zendesk](#)
- [Five9](#)
- [Freshcaller](#)

Human Resources

- [Workday](#)
- [BambooHR](#)

Business & Accounting

- [ZenBusiness](#)
- [Northwest Registered Agent](#)
- [FreshBooks](#)
- [MyCorporation](#)

Useful Tools

- [SWOT Analysis Generator](#)
- [QR Code Generator](#)

*All of the resources are clickable links