

# 10 QUESTIONS FOR CHOOSING A CONTACT CENTER BPO PARTNER

Choosing the right business outsourcing provider (BPO) can determine your success. These questions aim to help decision-makers look beyond the surface. They evaluate expertise, compliance, flexibility and strategic alignment, rather than relying solely on a typical sales pitch.

Use them as a conversation starter, a checklist in your vetting process or a benchmark when comparing multiple providers.

The goal is to ensure every partnership is built for long-term value, compliance and service quality before signing the contract.

## 1 **Where are your customer service agents located? How do you manage agent access, availability and turnover?**

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## 2 **What processes are in place to comply with current and pending U.S. legislation impacting outsourcing, such as the Keep Contact Centers in America Act?**

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## 3 **Can you support rapid scaling up and down, including on-demand or virtual agents, to match demand spikes?**

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**How do you ensure data security and regulatory compliance across all agent and vendor locations?**

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**What artificial intelligence (AI) and automation technologies do you use, and how do you ensure access to live-agent support when needed?**

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**How do you ensure consistent language support, proper cultural alignment and customer-experience (CX) quality across all markets and industry sectors?**

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**What is your protocol for disclosing agent location and AI use in customer interactions?**

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**How do you monitor, report and audit compliance?  
Are annual certifications provided?**

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**Does the vendor monitor potential federal or state listing related to offshore call center operations under proposed legislation\*?**

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**Can you provide recent references and performance metrics for similar clients in our industry?**

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## READY TO GET STARTED?

Working Solutions has 30 years of experience to guide you with your outsourcing needs. Call us today.



*\*Proposed legislation: Keep Contact Centers in America Act (S.2495)*