



How to choose the best virtual phone system

- 20 questions to ask during trial

Available with Freshcaller

Not available with Freshcaller

1. Is the initial setup and onboarding simple and intuitive?

- YES
 NO



2. Is there an option to add as many agents and teams as needed for free?

- YES
 NO



3. Does the virtual phone system support call routing?

- YES
 NO



4. Is the call quality good?

- YES
 NO



5. Can you setup an IVR?

- YES
 NO



6. Does it support setting up business hours for different numbers?

- YES
 NO



7. Does the system allow porting of numbers and contacts?

- YES
 NO





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8. Is auto recharge option available for phone credits?

- YES
 NO



9. Does the virtual phone system support predictive dialers?

- YES
 NO



10. Does the system customise your greeting text and voicemails?

- YES
 NO



11. Is it possible to have live updates on the ongoing calls?

- YES
 NO



12. Are third party integrations supported by the system?

- YES
 NO



13. Is it possible to export call logs?

- YES
 NO



14. Does the system support smart escalations?

- YES
 NO





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15. Does your phone system allow call conferencing?

- YES
- NO



16. Does the software have multi-language support?

- YES
- NO



17. Can you easily transfer calls to other agents?

- YES
- NO



18. Does the system allow call barging?

- YES
- NO



19. Are customisable reports available to analyse your call center's performance?

- YES
- NO



20. Does your phone system support manual and automatic call recording?

- YES
- NO

