

BPO SETUP · CHECKLIST

BPO Launch Readiness Checklist

Everything worth confirming before a new outbound or inbound desk goes live — so the first day is spent calling, not troubleshooting infrastructure.

Seats & Workstations

- Are all seats (physical or remote) provisioned and tested before the go-live date?
- Does every workstation have the equipment agents actually need — headsets, stable network, backup power where relevant?

Telephony & Dialer

- Is the dialer configured and load-tested for the expected call volume, not just a handful of test calls?
- Is call routing set up and confirmed for every campaign type running — inbound, outbound, or both?
- Are call recordings actually saving correctly, not just enabled in a settings screen?

Compliance

- Is Do-Not-Call compliance built into the dialer's calling logic, not left to individual agent discretion?
- Are call recordings stored in line with the regulatory requirements for the markets being called?

Lead Pipeline

- Is there a genuine, campaign-specific lead source ready on day one — not a list that's already been called by other centers?
- Is there a plan for replenishing the pipeline on an ongoing basis, not just an initial batch?

Team Readiness

- Have agents been trained on the specific script and objections for this campaign, not a generic sales script?
- Is there a named person responsible for monitoring call quality in the first week, and adjusting quickly if something's off?

Want this handled end to end instead of checked box by box? Talk to Foxtrot about BPO Setup — National & International — foxtrot.in/contact