

UC Platform Selection Scorecard

BLACKHAWK DATA

Use this scorecard to evaluate UCaaS and CCaaS platforms against your organization requirements. Rate each criterion 1-5.

Voice & Calling

- ☐ PSTN calling quality and reliability
- ☐ Number porting support
- ☐ International calling capabilities
- ☐ Auto-attendant and IVR features
- ☐ Call recording and compliance

Meetings & Video

- ☐ Video conferencing quality
- ☐ Screen sharing and collaboration
- ☐ Room system integration
- ☐ Webinar/large meeting support
- ☐ Recording and transcription

Contact Center

- ☐ Omnichannel support (voice, chat, email, social)
- ☐ Workforce management
- ☐ Quality management
- ☐ CRM integration
- ☐ AI/automation capabilities

Platform & Integration

- ☐ API availability and documentation
- ☐ Microsoft Teams integration
- ☐ CRM integration (Salesforce, etc.)
- ☐ SSO/SAML support
- ☐ Mobile app quality

Operations

- ☐ SLA commitments and uptime history
- ☐ Geographic redundancy
- ☐ Admin portal usability
- ☐ Reporting and analytics
- ☐ Professional services support

Commercial

- ☐ Per-user licensing cost
- ☐ Contract flexibility
- ☐ Implementation cost

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Commercial (continued)

- ☐ Training and adoption support
- ☐ Total cost of ownership (3-year)