

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)