

Questions to Consider When Purchasing Contact Center Furniture

By Interior Concepts

Design Options

1. Do you offer a service of meeting with the customer to review the equipment being used and the tasks being performed by each agent so that the furniture can be designed to promote comfort and productivity?
2. Can you demonstrate expertise in providing the most efficient utilization of floor space? The furniture supplier should provide several floor plan options for your review, taking into consideration station size and personnel requirements. The furniture supplier should provide space planning services at no charge.
3. Does your furniture system create “panel creep” causing a waste of floor space? Furniture systems suppliers that are limited to standard furniture sizes tend to create greater panel creep than suppliers that can provide custom sizes for the environment to take full advantage of the available space.
4. Do you provide custom capabilities? For example, “in-between” standard work surface and panel sizes to maximize space without an up-charge or extended lead-time? An example might be a customized workstation to maximize the floor space near a column or other obstacle.
5. Are a variety of color and material options available to create a unique color scheme and provide maximum functionality? Different material options include clear acrylic top panels to provide a more open environment, marker board panels on supervisor stations for daily notes and acoustic panels to foster a reduced noise environment.
6. How does the wire and cable management system work? Is the wiring/cabbling totally concealed? Can we avoid exposed wiring? Can the initial cabling work be easily installed? Do you have any facts or figures to support the cabling time required with your system? Does the furniture system easily support routine maintenance requirements?

Warranties and Service

1. Do you offer extended or lifetime warranties on your furniture? What are the terms and conditions of your warranty? The warranty should contribute to a lower life cycle cost for the furniture system.
2. Call centers are on tight schedules for installation dates and times. What is your track record for on-time deliveries and successful limited time installation schedules?

3. We may need to expand our center in the future. Will you sell future workstations to us for this particular call center at the same price as the initial stations? Will you charge for future space planning work on our expansion? What will your lead-time be for future add-on stations?
4. How do I know that I am receiving the best value for my furniture purchase? Can you assist me in comparing value between my furniture competitors?
5. Do you provide furniture for ancillary call center areas, for example training rooms, break rooms, administrative offices, seating, etc.? The ability to deliver “one stop shopping” is important to create a consistent look throughout the entire space and dealing with only one furniture provider is easier if additional or replacement parts are needed.

Ergonomic Considerations

1. Do you have a working knowledge of ergonomics and the type of ergonomic accessories needed in order to provide a proper working environment that will help to reduce turnover and workers compensation claims?
2. Can you assist me in preparing an economic justification for incorporating the proper ergonomic accessories into the furniture? What do you recommend in the way of ergonomic training for call center staff? How does proper ergonomics save my center and my company money over the long term?

