



**PUBLIC REQUEST TO ADDRESS
THE BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES, CALIFORNIA**

MEMBERS OF THE BOARD

HILDA L. SOLIS
HOLLY J. MITCHELL
LINDSEY P. HORVATH
JANICE HAHN
KATHRYN BARGER

Correspondence Received

		The following individuals submitted comments on agenda item:		
Agenda #	Relate To	Position	Name	Comments
8.		Favor	Karen A Eyres	
			Lionel Mares	
		Oppose	Monisha Parker	<p>There isn't a one-size-fits-all "best" call center system, but there are definitely strong options in Los Angeles County that can cater to your specific needs. Here's how you can narrow down your search:</p> <ul style="list-style-type: none"> • Identify your requirements: Make a list of features that are important to you. This could include things like scalability, omnichannel support (e.g. voice, chat, email), integrations with your CRM, reporting tools, and security. • Consider cloud-based vs on-premise systems: Cloud systems are generally easier to set up and maintain, while on-premise systems offer more control. • Research local providers: Look for companies headquartered in Los Angeles County or with a strong presence there. Use online resources like Clutch clutch.co/ or The Manifest themanifest.com/ to find reviewed call center service providers. <p>Here are some additional tips:</p> <ul style="list-style-type: none"> • Contact a few shortlisted vendors: Most offer free trials or demos so you can test out their system. • Read customer reviews: See what other businesses in your industry are saying about different call center systems. • Get quotes: Once you have a better idea of your needs, get quotes from a few different vendors. <p>By following these steps, you should be able to find the best call center system for your business in Los Angeles County.</p>
		Item Total	3	
Grand Total		3		