

VoIP Vendor Comparison Template

Structured template for comparing VoIP vendors side by side — feature matrix, pricing, SLAs, integrations, and weighted scoring for an objective decision.

6COMPARISON
AREAS**Matrix**FEATURE &
PRICING**Score**WEIGHTED
DECISION**Free**PRINT & USE
NO STRINGS

How to Use This Template

Complete each section with your team. Fill in the fields, use the comparison tables to evaluate options, and document your decisions. Print this template or complete it digitally.

Need Help With Your IT?

Our team can help you implement the recommendations in this resource.

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1 Vendor Shortlist

Document the vendors you are evaluating with key contact and pricing information.

VENDOR A — NAME & CONTACT

VENDOR A — PER-USER MONTHLY COST

VENDOR A — CONTRACT TERM OFFERED

VENDOR B — NAME & CONTACT

VENDOR B — PER-USER MONTHLY COST

VENDOR B — CONTRACT TERM OFFERED

VENDOR C — NAME & CONTACT

VENDOR C — PER-USER MONTHLY COST

VENDOR C — CONTRACT TERM OFFERED

2 Feature Comparison Matrix

Compare the features offered by each vendor. Mark as Included, Extra Cost, or Not Available.

FEATURE	VENDOR A	VENDOR B	VENDOR C
Auto-attendant / IVR			
Call recording			
Voicemail-to-email			
Mobile softphone app			
Desktop softphone app			
Microsoft Teams integration			
CRM integration (specify CRM)			
Call analytics & reporting			
Call queues / contact centre			
Number porting included			
International calling rates			
Video conferencing			
SMS / business messaging			
Fax-to-email (T.38)			
Hot desking / shared devices			

3 Pricing Comparison (Per User / Per Month)

Calculate the true cost including all add-ons, not just the headline per-user rate.

COST ELEMENT	VENDOR A	VENDOR B	VENDOR C
Base per-user monthly fee			
Included call minutes (UK landline)			
Included call minutes (UK mobile)			
Additional per-minute charges			
Handset cost (per unit)			
Number porting fee (one-off)			
Setup / configuration fee			
Call recording storage add-on			
Contact centre add-on (per agent)			
Annual price increase cap			
TOTAL Year 1 (for 20 users)			
TOTAL 3-Year Cost (for 20 users)			

4 SLA & Support Comparison

Service reliability and support quality determine your day-to-day experience far more than features.

SLA / SUPPORT METRIC	VENDOR A	VENDOR B	VENDOR C
Published platform uptime (%)			
Guaranteed uptime SLA			
Service credits for SLA breach			
UK-based support team			
24/7 support available			
Average support response time			
Dedicated account manager			
Platform status page (public)			
Data centre redundancy			
Number porting guarantee			

5 Integration Requirements

Document your integration needs and verify each vendor can meet them.

CRM SYSTEM (NAME, VERSION, INTEGRATION METHOD REQUIRED)

MICROSOFT 365 / TEAMS INTEGRATION REQUIREMENTS

HELPDESK / TICKETING SYSTEM INTEGRATION

API REQUIREMENTS FOR CUSTOM INTEGRATIONS

CALL CENTRE / WALLBOARD REQUIREMENTS

OTHER INTEGRATION NEEDS (ALARM, DOOR ENTRY, ETC.)

6 Scoring & Decision

Score each vendor objectively using weighted criteria to make a data-driven decision.

RECOMMENDED VENDOR

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JUSTIFICATION FOR DECISION

DECISION MADE BY

.....

DATE

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CRITERION	WEIGHT	VENDOR A	VENDOR B	VENDOR C
Feature completeness	20%	__ /10	__ /10	__ /10
Call quality & reliability	25%	__ /10	__ /10	__ /10
Total cost of ownership (3 yr)	20%	__ /10	__ /10	__ /10
Support quality & SLA	15%	__ /10	__ /10	__ /10
Integration capability	10%	__ /10	__ /10	__ /10
Ease of use & admin portal	10%	__ /10	__ /10	__ /10
WEIGHTED TOTAL	100%	__ /10	__ /10	__ /10