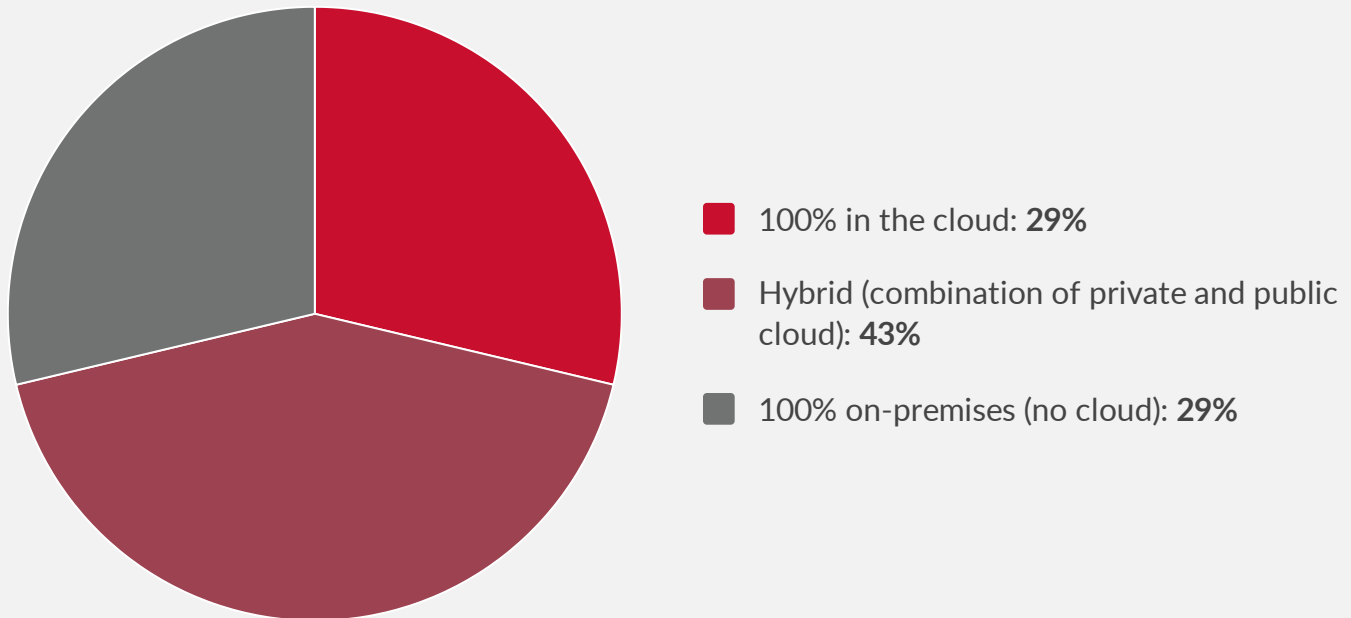# Consumer Products and Services Organizations are Embracing Cloud and Hybrid Models in the Contact Center

In the next 12 months, how will you deploy your WFO solutions?



- 100% in the cloud: **29%**
- Hybrid (combination of private and public cloud): **43%**
- 100% on-premises (no cloud): **29%**

CALABRIO™            TechValidate by SurveyMonkey

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