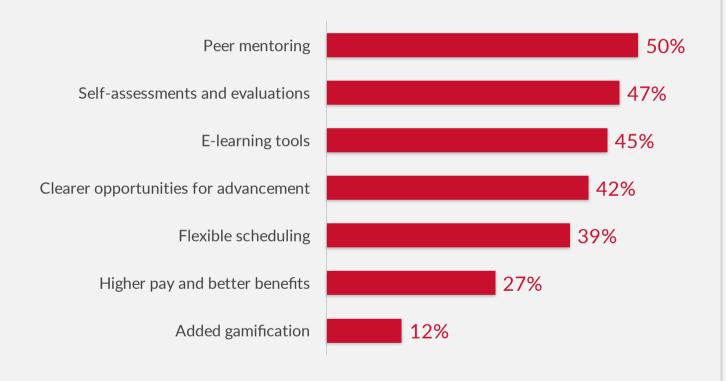
## **Investing in Agent Development**

In which ways have you changed employee training, coaching, and motivation programs to accommodate the need for loyal agents that can perform higher level activities?



Source: TechValidate survey of 433 users of Calabrio ONE





