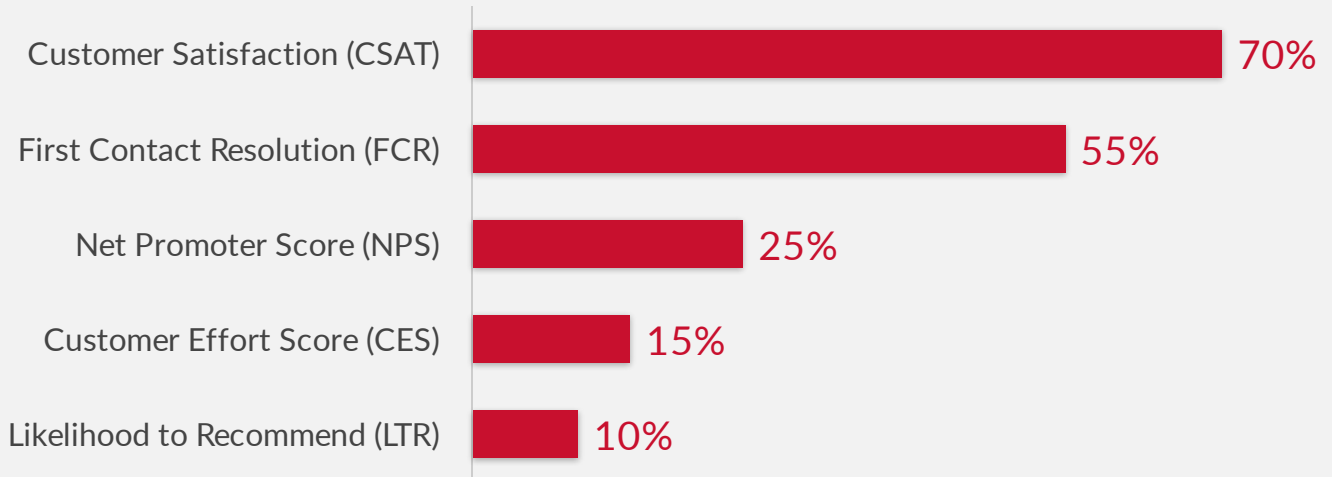


## CSAT and FCR are Top Contact Center Metrics

Which metrics do you use to correlate level of employee engagement to customer experience?



Source: TechValidate survey of 451 users of Calabrio ONE



Validated

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**CALABRIO**<sup>™</sup>

**TechValidate**  
by SurveyMonkey