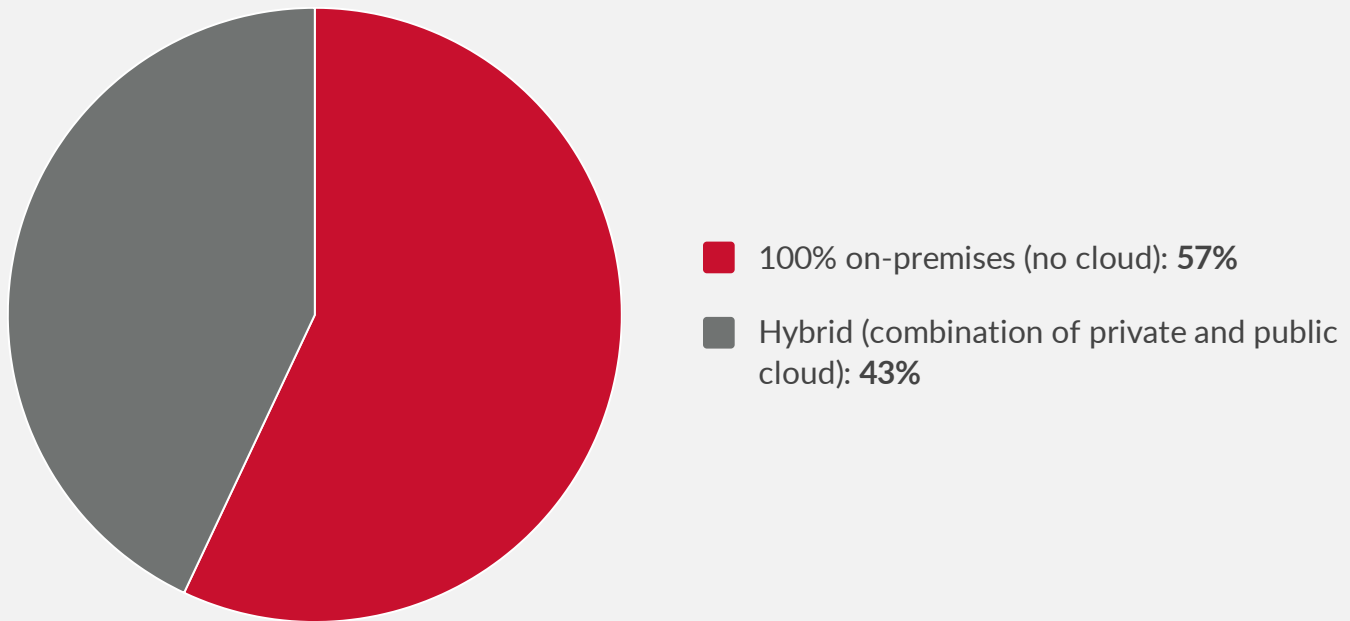# Educational Institutions are Beginning to Embrace a Hybrid Model for Contact Center WFO

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

- 100% on-premises (no cloud): **57%**
- Hybrid (combination of private and public cloud): **43%**

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✔ **Validated**   Published: Sep. 21, 2016   TVID: F5D-C38-5B5