

Medical device company, Insulet, leverages the unified Calabrio ONE suite for visibility across the contact center



5/5 Stars

Please describe how your organization benefits from using Calabrio ONE.

“ We currently are benefiting by using Calabrio ONE as it's forecasting is simple and accurate. It allows us to quickly determine an agents schedule, adherence, and quality all in one system. When an issue is identified on a call it is simple to jump in and review that recorded call without changing systems and see what the agents step by step approach was with screen recording and voice.

Source: Brian Wehler, Workforce Planner, insulet.com

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