

## Schedule Adherence Improves Call Center Culture

“ The expectations before implementation of Calabrio WFM and the arrival of the current leadership was much more lax. There was no schedule adherence and agents made their own schedules. Now there is adherence and forecast-based schedules, which has helped to improve the culture of the call center.

— Financial Analyst, Small Business Health Care Company

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Source: Financial Analyst, Small Business Health Care Company

✓ Validated

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