

## Improve your Call Center with Calabrio Analytics

“ Calabrio call recording, WFM and desktop analytics provide management with the tools necessary to improve training, reporting to upper level management, and ways to improve customer service. It has also given us a tool for scheduling agents with many shifts over a 24 hour period, 365 days a year.

— Engineer, Large Enterprise Aerospace & Defense Company

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Source: Engineer, Large Enterprise Aerospace & Defense Company



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**CALABRIO™**

**TechValidate**  
by SurveyMonkey