Reward Agents through the use of Calabrio Analytics

" With Calabrio Analytics, we look for phrases that display opportunities for coaching as well as compliments from our customers. We reward agents when speech analytics finds calls where customers are delighted. We use Calabrio to find non-verbal coaching moments too such as long silences.

— Business Professional, Medium Enterprise Insurance Company

Source: Business Professional, Medium Enterprise Insurance Company

CALABRIO™ | **TechValidate** by SurveyMonkey

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