

**“We have seen a drop in contact response latency...”**

“ Since deploying Calabrio, we have seen a drop in contact response latency and an increase in NPS scores.

— Operations Manager, Large Enterprise Telecommunications Services Company

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Source: Operations Manager, Large Enterprise Telecommunications Services Company

**CALABRIO™**

**TechValidate**  
by SurveyMonkey

✓ Validated

Published: Nov. 26, 2018 TVID: 3C7-125-099