

Identify Agent Training Possibilities with Calabrio

“ Calabrio has allowed us to view our CSRs screen recording in an effort to identify training and/or behavioral issues. We use that information to develop our staff to increase our productivity and performance.

— Business Director, Medium Enterprise Insurance Company

Source: Business Director, Medium Enterprise Insurance Company

✓ Validated

Published: Jan. 17, 2017 TVID: 3DE-7E4-F34

CALABRIO™

TechValidate
by SurveyMonkey