

Calabrio Makes Coaching More Efficient

“Recorded and captured screen scrapes are the best coaching tools I have used yet. What a great opportunity to coach one-on-one and show agents more efficient ways to maneuver the systems to get the best possible service and lowest call handle times.

— Sheri Kugler, Project Manager, Global Response Corp.

Source: Sheri Kugler, Project Manager, Global Response Corp.

✓ Validated

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CALABRIO™

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