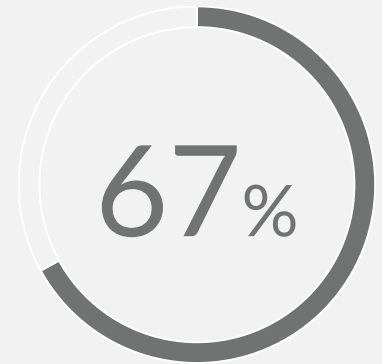


## Utilities Sector Will Embrace a Hybrid Model in the Contact Center

67% of surveyed Energy & Utilities organizations will deploy their WFO solutions in a combination of private and public cloud in the next 12 months.



Source: TechValidate survey of 6 Energy & Utilities users of Calabrio ONE

**CALABRIO**™

**TechValidate**  
by SurveyMonkey

✓ Validated

Published: Sep. 21, 2016 TVID: 623-2A1-40E