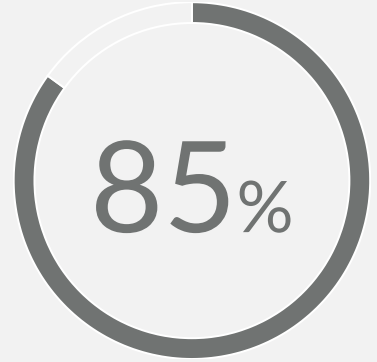


## Calabrio enables agent monitoring

85% of surveyed contact centers agreed that the ability to tag calls with custom metadata allows us to more closely monitor customer interactions



Source: TechValidate survey of 53 users of Calabrio ONE

✓ Validated

Published: Dec. 21, 2021 TVID: 7F4-A1C-3E5

**CALABRIO™**

**TechValidate**  
by SurveyMonkey