Calabrio Customer Testimonial

" Since we had a WFM and QM system in place already, the major operational impacts we saw were less than for an organization that never had those systems in place. However, we did not have an interface that our agents could use and perform the tasks they need to do (schedule requests, listen to their own calls, etc). This functionality has helped pull the agents into the process of managing the business and take responsibility for their own work.

— Jim Lavery, Vice President, Desert Financial Credit Union