

Grow Your Organization Using Calabrio ONE



5/5 Stars

How our organization uses Calabrio ONE:

“ Today, we are using the Quality Management and Workforce Management suites. We use QM to record calls and to evaluate our agents' performance with those calls to improve the quality of service to our customers. We use WFM to schedule our agents for maximum call center efficiency. Since implementing we have been able to prove we were understaffed and obtained approval to grow our workforce to better serve our members.

Would you recommend Calabrio ONE?

“ I would absolutely recommend Calabrio. Besides the quality of the product, I've been more impressed in working with them, their project management and engineers. Once deadlines were set, they were very prompt in managing the timelines, getting information necessary for the build outs and getting everything implemented. They were great in helping me understand the setup, configurations, and functions of the systems.

Source: Ryan Vincent, Engineer, MACU

✓ Validated

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