

## Calabrio Customer Testimonial

“ Since implementing Calabrio we have seen improvements in our customer experience. Hold times have been reduced as we are now rostering people at the right times and monitoring adherence. AHT has been reduced due to the transparency in these stats. Agents feel more informed about their performance and are able to self-monitor.

— Kelly Lyons, Business Professional, Flight Centre Ltd

Source: Kelly Lyons, Business Professional, Flight Centre Ltd



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**CALABRIO**<sup>™</sup>

**TechValidate**  
by SurveyMonkey