

## Reward Top Performing Agents Through the use of Calabrio ONE

“ We use a lot of the Calabrio ONE metrics from QM and WFM to build an agent scorecard to promote behaviors we find valuable. This has greatly increased customer engagement, efficiency, and has allowed top performing agents to shine in our call center.

— Operations Director, Small Business Financial Services Company

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Source: Operations Director, Small Business Financial Services Company

**CALABRIO™**

**TechValidate**  
by SurveyMonkey

✓ Validated

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