

Lending Club Improves Agent Evaluation Process with Calabrio

“ We are able to use reporting for multiple QM functions. It has been the biggest help in holding calibration sessions and to pull reports on scores and discuss various questions. Agents can in turn review graded calls in real-time and implement feedback.

— Tania Carbajal, Line of Business Manager, Lending Club

Source: Tania Carbajal, Line of Business Manager, Lending Club



Published: Dec. 6, 2016 TVID: BF5-ACA-B27

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