

## Broadway Bank Engages Agents with Calabrio ONE

“ Calabrio ONE has helped us keep our agents more engaged. It has helped around the coaching and evaluation of our agents’ performance more quickly and provides feedback when necessary. The WFM system has been a great application for our organization. This has allowed us to really understand our call volume and we have seen an improvement in the area of service levels.

— Michelle Lane, Manager of Customer Service Center AVP,  
Broadway Bancshares

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Source: Michelle Lane, Manager of Customer Service Center AVP,  
Broadway Bancshares

**CALABRIO**™

**TechValidate**  
by SurveyMonkey

✓ Validated

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