

## Contact Centers with WFO in the Cloud Want a Consistent Experience

96% of surveyed organizations who want WFO 100% in the cloud agree that it is very important for their organization to have the same experience with WFO (same features and functionality) regardless of how it's deployed (on-premises, in the public cloud, etc.).



Source: TechValidate survey of 51 users of Calabrio ONE



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**TechValidate**  
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