

## Paychex Utilizes Calabrio ONE to Reward Agent Performance

“ Availability and access of Call Center metrics, such as Schedule Adherence and Conformity, has allowed our Business Unit to tie bonus compensation percentages to performance merit.

— Rob Anderson, Business Analyst, Paychex

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Source: Rob Anderson, Business Analyst, Paychex

✓ Validated

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**CALABRIO**<sup>™</sup>

**TechValidate**  
by SurveyMonkey