

AmTrust Financial Services Increases Customer Satisfaction with Calabrio ONE

“ Calabrio ONE’s reporting tool has allowed us to evaluate employee performance overall, and monitor agent schedule adherence in real-time. We were able to team up with our supervisors and provide individualized coaching to our agents, which in turn provided more productivity and higher customer service satisfaction. It also allowed WFM to be more interactive with agents regarding time off requests and schedule exceptions with easy to read forecasting.

— Daniel Rivera, End User, AmTrust Financial Services

Source: Daniel Rivera, End User, AmTrust Financial Services



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CALABRIO™

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