

Calabrio ONE

WORKFORCE PERFORMANCE FOR
THE MODERN CONTACT CENTER



Turning Challenges into Competitive Advantages.

Contact centers face growing demands from every angle. Customers want more empathetic, personalized experiences across many channels—and will leave your brand after only two negative interactions.* Businesses are counting on the contact center to deliver. And everyone from marketing to supply chain is hungry for customer-centric business intelligence. Calabrio ONE gives you an integrated solution to turn challenges into competitive advantages—and deliver powerful value to your business.



With Calabrio ONE, you will:

EMPOWER AND RETAIN GREAT AGENTS.

Inspire your agents to deliver outstanding customer experiences with a best-in-class workforce performance solution. Self-scheduling flexibility. Real-time gamification. Data-driven coaching. Give agents the feedback they crave. Empower them to be their best.

ELEVATE PERFORMANCE TO BUILD LASTING LOYALTY.

Understand the full customer experience—then improve it. Get 360° visibility across channels. Use analytics-fueled WFM to elevate service and outperform KPIs. Turn AI-powered quality scoring into fuel for smart agent coaching. Embrace your role as the essential brand guardian.

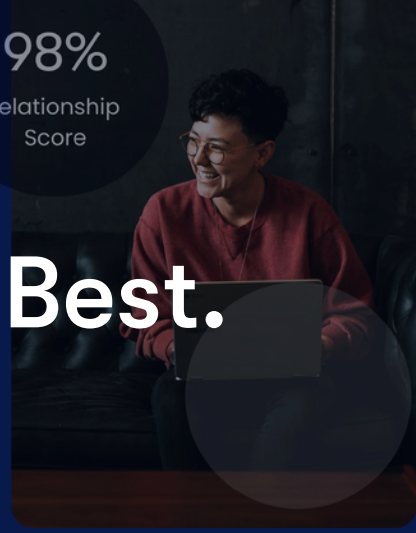
USE DATA TO DRIVE SMARTER STRATEGIES.

Use the voice of the customer to understand where your contact center—and your business—needs to go tomorrow. Anticipate customer demands. Forecast technology needs. See your best opportunities for improvement. Turn the contact center into a hub of customer-centric business intelligence.

Calabrio ONE Does Workforce Performance Best.

Best-in-class tools. One Integrated Suite

98%
Relationship
Score



Interaction Recording

Hear the full voice of the customer.

Capture every call, email, text and tweet. Then transform that raw data into actionable customer intelligence with fully integrated analytics tools. Securely store all that customer intelligence in the cloud—and quickly find interactions to coach agents, prove adherence, or settle disputes.



Quality Management

Make the most of every interaction.

Grab every opportunity to improve performance. Score every interaction with predictive analytics. Unravel nuance with speech-to-text and sentiment analytics. Give managers and agents real-time visibility to performance—then inspire self-improvement with built-in gamification and personalized coaching.



Analytics

Put your data to work.

Calabrio ONE embeds cloud-powered, AI-fueled analytics tools across the entire suite. Use pre-built workflows that deliver actionable insights when they're most relevant: right within agent dashboards, performance coaching tools, and WFM planning. Easily build custom analytics applications that put your contact center—and your business—one step ahead of the market.



BOT Analytics

Improve chatbot and voice bot performance

A sophisticated chatbot analytics platform providing deep insights into the performance of your customer service chatbots and voice bots. Monitor and enhance your bots to ensure they deliver automated resolutions and top-notch customer experiences.



Workforce Management

Power up your people.

The AI-powered tools you need to perfectly balance customer demand, employee satisfaction, and operational excellence. Forecast volume and schedule the right agents with the right skills at the right time. Give agents freedom and flexibility with self-scheduling. And put intelligent automation to work to streamline workflows and eliminate burdens.



Suite-Wide Reporting

Calabrio ONE includes the most modern, easy to use business intelligence tools. Accelerate customer-centric reporting and move from insight to action, faster. Easily build and automate custom reports with AI-powered tools. Then share that intelligence across the business through intuitive visualizations.

Empower, Educate, and Lead the **Modern** Workforce.

Calabrio ONE is the world's leading workforce performance solution. Centered around employee empowerment, intelligent process automation, customized reporting, and AI-driven predictions, Calabrio ONE supports your workforce at home, on-site, or a hybrid mix.

Empower your workforce with autonomy

Evolving workforce models require greater agility and flexibility. Calabrio ONE empowers employees with tools that allow them to have more autonomy in their schedule. With features like agent self-scheduling, agents can change their lunch and break times on the day and for upcoming 7 days, with no need for manual managerial approvals. This fosters a more flexible working environment which increases employee morale and decreases attrition, especially important when teams are missing that in-person contact.

Manage work challenges from home

Remote and hybrid teams also make it more difficult to manage schedules and mitigate coverage issues. The next-generation WFM solution within Calabrio ONE supports scheduling and coverage objectives with AI-powered monitoring, smart alerts, and highly automated workflows. Real-time adherence technology monitors agent adherence to schedules and compares them with the live ACD status. Automated alarms flag up when schedules are in danger of being breached with a real-time data feed. Interaction insights, live screen recording, and desktop analytics from the rest of the Calabrio ONE suite allow you to quickly dig into emerging issues to solve before they impact the customer experience.



Effectively coach and develop remote employees

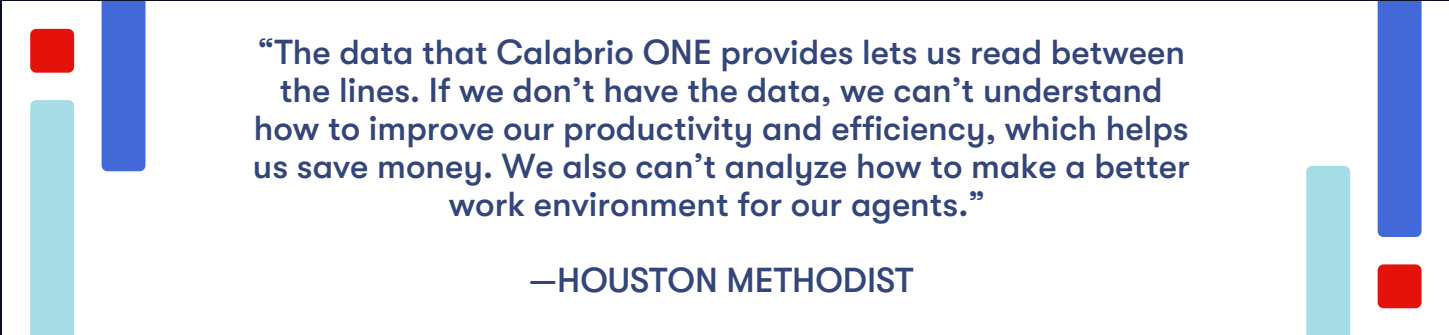
Leading remote teams presents unique challenges around coaching and development. Calabrio ONE enables contact centers to increase transparency and communication with personalized, self-service dashboards and analytics-driven performance coaching. Advanced sentiment analysis and integrated desktop analytics, combined with AI-powered predictive scoring and evaluations, give managers 100% visibility into agent performance. Managers can easily identify agent strengths and opportunities for improvement to deliver relevant, personalized coaching—no matter where an agent is located.

A True-Cloud Platform.

We built Calabrio ONE for the cloud from the ground up, to give modern contact centers the agility and freedom to meet the demands of the moment:

- Roll out quickly, update instantly, and scale with your needs in real time.
- Leverage virtually limitless storage and computing power to harness the full potential of AI and machine learning.
- Reinvent your digital infrastructure and capabilities in an instant, without a massive capital investment.
- Know that your data is secure and your business is protected.

Lead your digital business transformation with the ease of native cloud-to-cloud integrations.



“The data that Calabrio ONE provides lets us read between the lines. If we don’t have the data, we can’t understand how to improve our productivity and efficiency, which helps us save money. We also can’t analyze how to make a better work environment for our agents.”

—HOUSTON METHODIST

Calabrio is the customer experience intelligence company that empowers organizations to enrich human interactions. The scalability of our cloud platform allows for quick deployment of remote work models — and it gives our customers precise control over both operating costs and customer satisfaction levels. Our AI-driven analytics tools make it easy for contact centers to uncover customer sentiment and share compelling insights with other parts of the organization. Customers choose Calabrio because we understand their needs and provide a best-in-class experience, from implementation to ongoing support.