

Calabrio Quality Management

Move the Contact Center Forward -
Everyday, every interaction



How The Best Get Better

Customer experience leaders know there's no such thing as "good enough." Calabrio Quality Management gives you the smart tools to quickly and continually uncover what you can improve — and effectively drive and measure that improvement. Automate evaluations to examine every single interaction across all channels—and free managers to focus on targeted coaching and training. Give agents the immediate feedback they crave—and inspire healthy competition. Let the voice of the customer move your contact center forward—and make the most of every customer interaction.

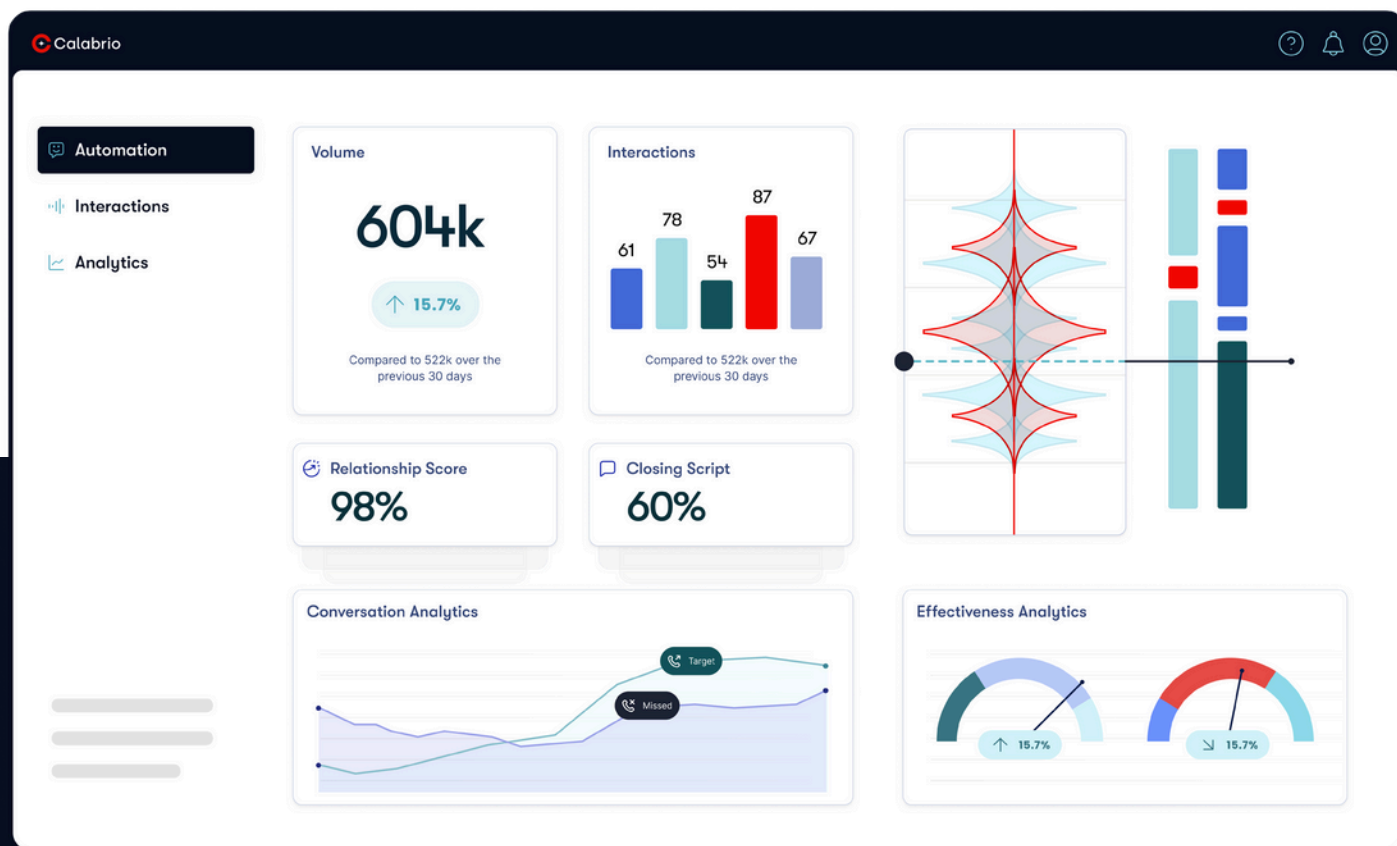
MONITOR



EXAMINE



IMPROVE



Monitor

Automate Reporting And Save Admin Time

Spend less time aggregating the data. Spend more time acting on the data.

Automatically Evaluate Every Interaction —No Matter The Channel

Deliver omni-channel experiences customers demand. Ensure consistent, outstanding quality — every time.

Increase Adherence And Ensure Compliance

Monitor interactions for adherence and compliance with PCI, HIPAA and other regulatory requirements. Leverage auto-pause and advanced data security to keep protected information secure.



Examine

Create A Unified QM Command Center

Access audio and screen recordings directly alongside evaluation forms and reports. Customize your dashboard to see your most critical metrics, reports and alerts.

Drill Down To The Finest Details. Fix Problems Quickly

Sift through interactions and data with intuitive search and customizable tagging. Find exactly what you need to resolve issues fast.

Evaluate Quality On Your (And Your Customers') Terms

Hit the ground running with out-of-the-box evaluations — or design highly customized evaluations and reports to hone in on what matters most to your customers and your business.



Improve

Crack The Agent Engagement Code — Motivate Self-Improvement

Shorten the feedback loop, keep agents tuned in and inspire skill growth with near-real time evaluations, Gamification Tools, Benchmarks And Peer Leaderboards.

Integrate Data Streams — See The Full Customer Experience

Track multi-channel, multi-contact customer journeys. Connect QM and workforce management data.

Uncover Analytics Insights

Integrate with the powerful Calabrio Analytics solution to enable predictive NPS scoring and smart benchmarking to reveal predictive and prescriptive insights to accelerate quality improvement.



◆ SEE EVERY INTERACTION

Capture And Monitor

The Tools to Drive Continual Improvement



100% Call Recording

All the features of Calabrio Call Recording are included with Calabrio Quality Management.

Screen Capture

Agent desktop visibility for a holistic view of each interaction.

Record-on-Demand

Agents can flag calls for recording in real time, including at the end of an interaction.

Rule-Based Contact Selection

Apply specific business rules to flag interactions for recording and evaluation.

System Error Monitoring and Alerts

Automatic alerts for potential system errors.

Pause and Resume for Compliance

Manual and automated pause and resume options support PCI, HIPAA and other compliance efforts.

Live Screen and Audio Monitoring

View agent desktop activity while monitoring live calls in single, unified view.

Efficient Organization and Metadata Tagging

Interactions are intelligently categorized using powerful metadata tagging.

Secure Storage and Playback

Customer interactions are compressed and encrypted using end-to-end 128-bit AES encryption. Playback can be restricted based on user credentials.

Evaluate and Analyze

The Tools to Drive Continual Improvement

Library of Pre-Built Forms

Select from multi-part, mixed-response type, multi-channel, section-level weighting, question-level weighting, evaluator hints and KPI questions.

Secure Storage and Playback

Customer interactions are compressed and encrypted using end-to-end 128-bit AES encryption. Playback can be restricted based on user credentials.

Unified Playback and Evaluation

Audio and screen recordings are combined with evaluation forms in one unified window.

Data Export

Recorded calls can be exported — individually or in bulk—in common media formats (WAV, WMA, WMV) for sharing with stakeholders across the enterprise.

Post-Call Surveys

Integrate post-call customer survey results with other QM metrics.

Customizable Dashboards and Reports

Clear dashboards and easily modifiable reports provide simple displays of quality metrics for individual agents, teams and groups.

Advanced Search Capabilities

Granular searching using powerful, customizable metadata.

Analytics-Driven Quality Assurance

Integration with Calabrio Analytics leverages advanced analytics tools to optimize the quality evaluation process.



Engage and Motivate

The Tools to Drive Continual Improvement

Personalized Agent Dashboards

Agents can track their evaluation scores through a simple dashboard.

Gamification

Built-in gamification tools create agent and team competitions. Display leaderboards, award badges and incentives based on performance.

Customized Agent Feedback

Agents receive feedback and performance metrics including evaluation scores.

Coaching

Focus coaching efforts, target training initiatives, and improve effectiveness.



Seamless Integration — Painless Implementation

Implementing new technology doesn't have to be painful and time consuming. Calabrio Quality Management makes rollout fast and cost-effective.



BEST-IN-CLASS INTEGRATIONS

Synchronized integrations with the leading IP-PBX/ACD platforms.



LOWER INFRASTRUCTURE COSTS

Leverage existing database resources and storage — no server software fees.



LOWER TOTAL COST OF OWNERSHIP

Flexible architecture, storage and pricing options enable customization for your needs and budget.



FASTER USER TRAINING

A modern interface and intuitive workflows bring agents and managers to a high level of proficiency in hours — not days or weeks.

Choose Your Delivery Model

Get the contact center quality management solution you need, in the deployment model that best suits your infrastructure and plans—without sacrificing functionality, security or flexibility.



Cloud

Maximum access And scalability

Standard integrations
and easy multitenant
expansion

Fast deployment

Infinite scalability and
metered pricing
supports seasonal and
dynamic staffing

Automatic updates
through monthly release
cycle



On-Premises

Ultimate Control

Meet regulatory
requirements for on-
premises data storage

Fully multitenanted
architecture enables
workforce segmentation

Manage all update
decisions



Hybrid

Complete Customization

Capture data on-
premises and store in
public cloud

Centralize data capture
in private cloud — store
in public cloud

Capture ACD data in
public cloud — store in
public cloud

Service And Support To Keep You Moving Forward

You know the 5-star customer experience you're aiming for? You deserve it from your vendors, too. Calabrio takes a customer-centric approach to providing dedicated service and support, understanding your unique challenges and goals and delivering expertise to keep your contact center moving forward.

1

Focused Implementation Support

A dedicated team of experts, keeping your rollout on-time and on-budget.

2

Ongoing Optimization

We stay tuned in to your changing needs, helping you maximize the value of your solution as your business evolves.

3

Innovation Center

Your connection to established best practices as well as fresh thinking and emerging strategies from the leading edge.

4

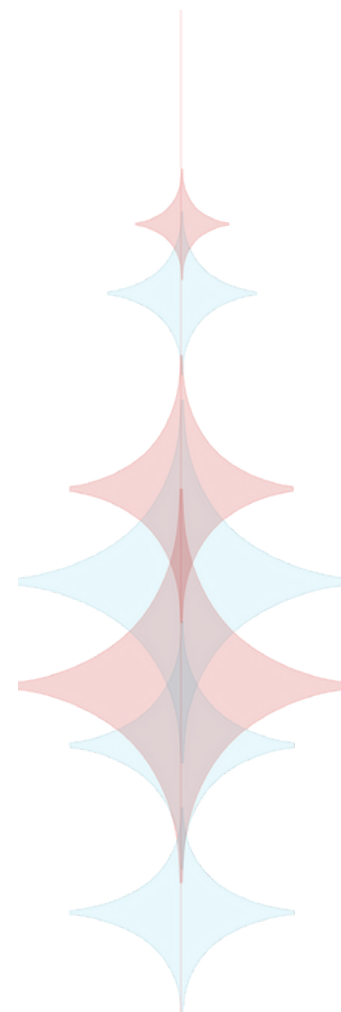
24x7 Expertise

Your contact center is there when your customers call — and we're there whenever you need us.

5

On-Site and Online Training

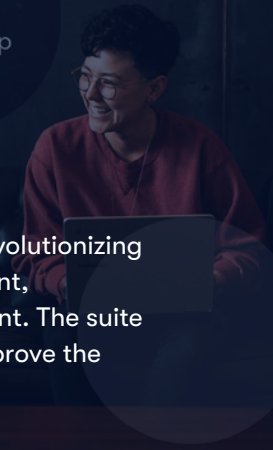
From go-live agent and supervisor training, to digital guides for new staff, to resources for continuing employee development, we empower your people to be their best.



Build A Modern Contact Center — Transform Your Business

Calabrio Call Recording is part of Calabrio ONE — a complete Workforce Optimization (WFO) suite revolutionizing the way enterprises engage their customers. Calabrio ONE includes call recording, quality management, workforce management, multichannel voice-of-the-customer analytics and Calabrio Data Management. The suite records, captures and analyzes customer interactions to provide a single view of the customer and improve the agent and customer experience. It is the only fully multitenanted cloud WFO solution on the market.

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.

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.