

CALABRIO™

The **New**
CaLabrio **ONE.**

AGILITY FOR THE MODERN CONTACT CENTER



Why The Modern Contact Center Needs Cloud-Powered Agility

We have all seen our fair share of challenges in the past few years. Everyone has adapted to a new normal, and that means contact centers must deal with increased demands for flexibility and agility. From the C-Suite, to the workforce management specialist, to the contact center director – each member of the service team needs support to navigate this new era.

Remote employees need more autonomy, flexibility and personalization. Businesses must truly understand their operational goals—and employ customer and workforce intelligence in the process. Increased automation and process optimization is lowering the cost barriers for change management. The emergence of cloud as a driver for these goals has made digital transformation unavoidable for long-term scalability. In short: the world looks far different now. Your workforce engagement management system should account for that.

The Demands Of A New Era

We are committed to helping you resolve the specific challenges of this new era. Whether you are a C-level executive looking to keep up with new innovations, a contact center director trying to retain employees or a workforce management specialist seeking more flexibility in scheduling – we've designed the new Calabrio ONE just for you.



KEEPING UP WITH THE PACE OF CHANGE

For executives, the world dramatically changed in terms of both customer behavior and internal operations. Keeping up with the pace of change is critical.

The new Calabrio ONE suite, powered by native cloud technology, combines AI-fueled analytics with business intelligence to obtain a unified truth about the customer journey and contact center performance. Understand customer needs and respond accordingly.



RETAIN EMPLOYEES WHILE SATISFYING CUSTOMERS

Contact center directors want to know if they're doing enough from a people, tools, processes perspective to respond to the current environment. Doing enough to retain employees while continuing to meet customer needs is a tough balance.

The new Calabrio ONE offers customizable dashboards, advanced schedule and work rule optimizations to help balance customer engagement with remote frontline needs, and predictive analytics to base decisions on 100% of customer and agent interactions.



ADAPTING TO THE NEEDS OF A REMOTE WORKFORCE

From the contact center manager to the workforce management specialist, you must account for a workforce that isn't all in one place. A human-centric solution that accounts for personal obligations with remote-based employees would help.

The new Calabrio ONE provides tools for the modern contact center that foster a more flexible and engaging work environment. This increases employee morale and decreases attrition, which is especially important when teams are missing that in-person contact.

Meet the Moment. A New Calabrio ONE for a New Era.



AN INTELLIGENT, FULLY INTEGRATED CONTACT CENTER WORKFORCE OPTIMIZATION SUITE—IN THE CLOUD, ON PREMISES, OR IN A HYBRID ENVIRONMENT

Calabrio ONE®, a unified suite—including call recording, quality management, workforce management, multichannel analytics and advanced reporting—equips you with a complete toolset to unlock the tremendous value buried within your contact center and to transform your entire business. One seamless solution combines workforce optimization tools with powerful voice-of-the-customer analytics tools deployed how you choose—in the cloud, on-premises, or in a hybrid environment.

This tightly integrated—and easily scalable—suite of products captures every customer interaction across all channels, extracts insights, elevates the customer experience, improves employee engagement and increases operational efficiency. The contact center can share customer-centric strategies across the business to accelerate sales, drive innovation and move the business forward.

Calabrio ONE



CALL
RECORDING



QUALITY
MANAGEMENT



WORKFORCE
MANAGEMENT



CALABRIO
ANALYTICS



ADVANCED
REPORTING

Empower, Educate and Lead the Modern Workforce

The new Calabrio ONE is the world's leading WEM solution centered around employee empowerment, intelligent process automation, customized reporting and AI-driven predictions. Ready to support whether workforce is at home, on-site or a hybrid mix.



Grant Autonomy To Your Workforce

As contact centers transition to remote workplaces, some employees have expressed a desire to work more, while others have certain times they cannot work. Some employees have or need more flexibility now that they are working from home, and you'll need to address that. Granting autonomy to your workforce while ensuring your meeting the needs of the business can be a challenge.

The new Calabrio ONE provides the tools that allow agents to self-manage, self-coach and have more autonomy in their schedule. This empowers and keeps them engaged, all while ensuring you're meeting the needs of the business.



Effectively Coach And Develop Remote Employees

Increase transparency and communication with personalized, self-service dashboards and analytics-driven results available throughout the Calabrio ONE suite. Analytics include automated voice-of-the-customer and voice-of-the-employee insights such as AI-powered sentiment analysis and predictive evaluation scores which help target agent gap areas and see those agents in need of training and from there, what kind of training is needed based on interaction insights and patterns.

It is easier for supervisors and managers to quickly spot coaching opportunities and really target training efforts to those that need it – whether it's coaching around positive-rather-than-negative language or technical expertise that needs to be built up.



Manage Work Challenges From Home

The New Calabrio ONE WFM provides real-time adherence technology, which allows you to monitor agent adherence to schedules and compare with live ACD statuses. Anything out of adherence prompts an automated alarm. Interaction insights, live screen monitoring and desktop analytics from the rest of the Calabrio ONE suite allow you to then dig into the "why."

Having insight into how employees are performing, no matter where they are working will both optimize management processes while also ensuring challenges are quickly addressed.

Calabrio ONE is a Fully Integrated Contact Center Workforce Optimization Suite, Including:



CALL RECORDING

Record every call, every time, and transform customer interactions into a trove of highly usable data. Capture 100% of interactions and simplify compliance. Robust metadata lets you quickly search hundreds of hours of calls to prove adherence, settle disputes and mitigate risk. Connect the voice of your customer with key goals across the business.



ADVANCED REPORTING

Intuitive, cross-platform reporting tools help you tune out the noise and hone in on the insights you need to meet your contact center goals and drive business value. Take contact center reporting to the next level with pre-built integrations that blend data in any format and from any source both from inside and outside of the contact center—and deliver value across your business in real time.



QUALITY MANAGEMENT

Customizable quality evaluations equip your supervisors with the tools they need to strengthen employee engagement and drive measurable impact across the business. Automate recording, evaluation and reporting—so you can spend more time coaching and leading. Dashboards create timely feedback loops to engage and motivate agents.



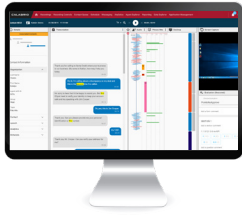
WORKFORCE MANAGEMENT

Calabrio workforce management is designed for the modern contact center and the modern workforce. Through employee empowerment tools, intelligent automation, reporting and global support, Calabrio's WFM solution addresses the acute needs organizations face in today's challenging environment, while helping navigate the evolving world of work going forward. Calabrio WFM enables your organization, through its core functionality, to plan and manage their operations through advanced forecasting, dynamic scheduling and intelligent automation, while also providing the tools and technology to empower, educate and lead today's workforce.



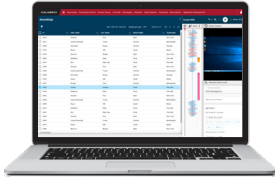
CALABRIO ANALYTICS

Calabrio is the only WFO vendor that combines speech, desktop and text analytics in one robust solution. Leverage predictive and prescriptive insights to unlock the goldmine of intelligence buried in your contact center and transform every customer interaction into usable data and distill that data into key trends. Extract insights to drive profitable change in the contact center and across your business. It's time to harness the true voice of your customer.



CREATE MORE ENGAGED EMPLOYEES

Whether in the office or remote, your employees need to stay connected. In the new Calabrio ONE, you can manage playback, live monitoring, evaluation, customer survey data and agent feedback from a single platform. Use pre-built evaluations or customized scorecards tailored to business goals. These tools provide supervisors with the helpful data they need while giving agents vital feedback.



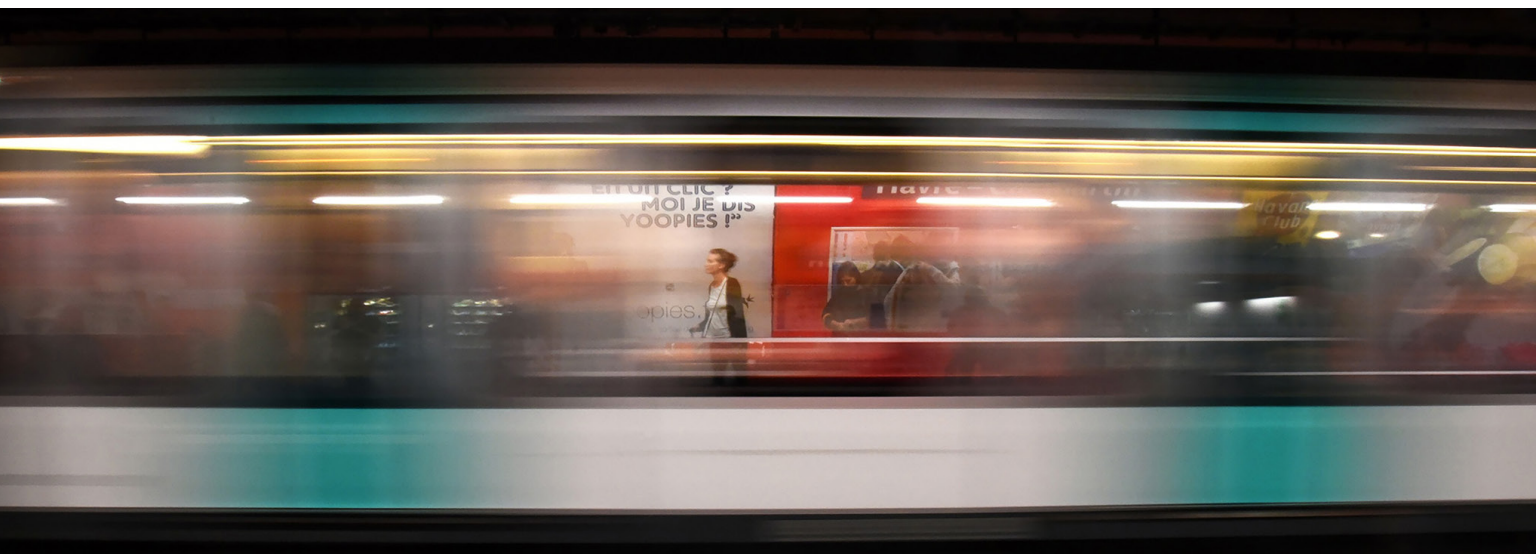
EMPOWER OUTSTANDING CUSTOMER EXPERIENCES

Make sure you truly hear the voice of the customer. Seamlessly integrate the new Calabrio ONE with any data source and create a central command center for your customer experience intelligence. Gain a unified and complete picture of the customer journey and enable a customer-centric approach to business goals—from branding and marketing, to sales, to service delivery.



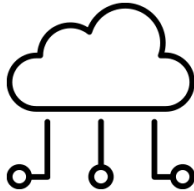
LEAD A TRANSFORMATIONAL BUSINESS

Anticipate customer pain points before they share them with agents. Convert unstructured customer interaction data into opportunities for improvement. Let the voice of the customer drive business strategies. Jump on your competitive advantages. Hone your marketing efforts. Capture every cross-sell and upsell opportunity. Anticipate customer desires and demands. Deliver intuitive, personalized experiences that delight, deepen loyalty and drive growth.



The Cloud Advantage

The cloud is on every company's mind. As brands are searching for accessibility, scalability and flexibility, the cloud has proven to be an effective delivery model. We have led and continue to lead workforce engagement management in the cloud. As a cloud-first platform, the new Calabrio ONE gives modern contact centers the agility and freedom to meet the moment:



- True multi-tenant SaaS model that's fully integrated and purpose built for the cloud providing the security and reliability required by today's modern contact center.
- Scale your business to as big or small as you need – Calabrio ONE is hosted on AWS and Azure, the market leaders, providing the largest, most scalable infrastructure available.
- Pricing Simplicity with a single price per suite and no additional cost for key features.
- Leverage cloud-based AI and ML applications to unlock data-driven insights, predict trends and drive proactive changes.
- Reinvent your digital infrastructure and capabilities in an instant, without a massive capital investment.
- Calabrio ONE was built for ease of integration allowing you to build your perfect, personalized technology stack with the seamless ease of native cloud-to-cloud integrations.

Learn more about transcending barriers to cloud adoption in our whitepaper: [Overcoming Inertia](#).



CALABRIO™

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.

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