

Introducing Enterprise CXI

CONNECT AND ELEVATE THE MODERN ENTERPRISE
WITH VOICE OF THE CUSTOMER BUSINESS INTELLIGENCE



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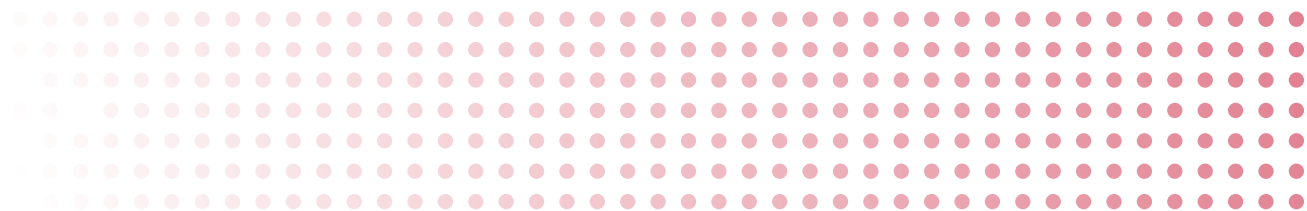


The business landscape is evolving rapidly, driven by changing customer needs and expectations. Adapting to these changes requires a different approach to the customer experience. Voice-of-the-customer data, sourced from the contact center, can be the true engine driving insights across the connected enterprise. But how do you get started?

Enterprise CXI is a complimentary solution included with Calabrio Advanced Reporting that provides a quick-start approach to business intelligence (BI) for the modern enterprise.

Intelligent, analytics insights and comprehensive built-in dashboards can provide immediate value across the enterprise, from Marketing, Sales and Finance to HR, IT, and the Contact Center itself. Vital voice-of-the-customer insights on topics like brand alignment, competitor influence, billing issues, customer effort, cross-sell and upsell rates can help build a better overall customer experience.

Our data specialists and experts can also help you incorporate third-party data for an even deeper connected journey.





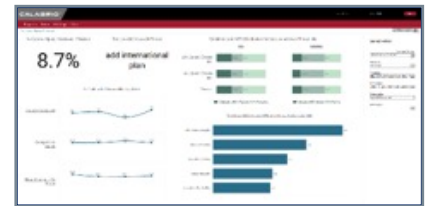
Marketing – Gain insight into brand alignment. Track campaign effectiveness and learn how negative experiences impact customer satisfaction. Quickly identify competitive issues that impact your business.

Finance – Track the frequency of billing issues and gauge their impact on customer sentiment, NPS, and customer satisfaction. Find out why customers currently request refunds and identify potential leading indicators of future refunds.



Contact Center – See customer effort levels when interacting with your contact center. Compare metrics like handle time and escalations against metrics like NPS and sentiment to demonstrate the impact of increased effort on customer satisfaction.

Sales – Identify new opportunities for renewals, referrals and cross-sells. See which opportunities being mentioned most often. Find out what products people are talking about and their opinions on the product. This is valuable unsolicited feedback.



Human Resources – Get an overall view of employee engagement and performance. Determine training best practices or areas for improvements, training effectiveness, as well as trends in performance and turnover rates.

IT – Identify system issues and their impact on customer sentiment and NPS. See which applications are being used by your agents and which applications have the most issues.





IMMEDIATE VALUE + INSPIRATION TO CONTINUE THE JOURNEY

Understand the true VoC from the source, the contact center. Predictive AI-fueled analytics and pre-built dashboards elevate actionable insights from Calabrio ONE and contact center data for departments across the enterprise including Marketing, Finance, Contact Center, Sales, Human Resources, and IT.

Example dashboards and best practice guidance from Calabrio experts can show you how to continue your connected BI journey by integrating third party data. We give you a blueprint to build out your customer-centric BI solution yourself, or you can engage Calabrio's Professional Services team.

CLOUD IS THE EXPECTATION FOR MODERN CONTACT CENTERS

The cloud gives modern, connected enterprises the agility and freedom to meet the moment. There's never been a better time to leverage the power of Calabrio ONE Cloud to unleash the voice-of-the-customer and make your contact center the foundation for customer-centric Business Intelligence (BI).

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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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