

Calabrio Data Management

BUSINESS INTELLIGENCE FOR THE CONTACT
CENTER AND BEYOND



CALABRIO™



Data Management for the Modern, Multichannel Contact Center

Calabrio Data Management breaks down data silos and puts an end to the headache of patching together vendor-, vertical-, and data type-specific reports. Fully aggregate and integrate data from both inside and outside of the contact center with the advanced business intelligence tools in Calabrio Data Management — a powerful and accurate contact center reporting and analytics platform.



COLLECT AND BLEND ALL OF YOUR CUSTOMER INTERACTION DATA

Pull together disparate contact center data streams — in any format and from any source — including automatic call distribution (ACD), interactive voice recognition (IVR), quality management (QM), workforce management (WFM), customer relationship management (CRM), human resources management (HRMS), enterprise resource planning (ERP), homegrown software applications and more. Integrate structured and unstructured data, such as voice, text and desktop activity.

LEVERAGE PRE-BUILT INTEGRATIONS FOR A SHORTER TIME TO VALUE

Out-of-the box integrations allow for efficient monitoring of the entire contact center operation. Calabrio Data Management includes pre-built adaptors for a robust set of third — party software applications—examples include:

Telephony ACDs

- Avaya
- Cisco
- Genesys

IVRs & Predictive Dialers

- Avaya Voice Portal
- Cisco Voice Portal
- Genesys Voice Platform
- Avaya Proactive Contact

Enterprise Software

- CRM
- HRMS
- ERP

Calabrio Data Management integrates seamlessly with Calabrio ONE and has pre-built integrations with Genesys, Verint, NICE and other workforce optimization products.

Eliminate Data Silos with a Truly Comprehensive Business Intelligence Solution



INTEGRATE KEY DATA STREAMS

Pull together data streams from other areas across the business. Connect systems from multiple vendors. Create a central view of all contact center locations. Gain complete visibility into your omnichannel customer interactions. Create a central source of truth for business information.



AUTOMATE DATA COLLECTION

Eliminate labor-intensive and error-prone manual data collection. Leverage pre-built data adapters to automate data capture and faster integration of new data sources. Spend less time combining multiple spreadsheets and building SQL reports and reduce calls to IT.



Self-Service Business Intelligence: Actionable Insights In Less Time For All

MAKE CONTACT CENTER BUSINESS INTELLIGENCE ACCESSIBLE TO ALL

There's no need for a data science degree. Intuitive tools offer self-service reporting that anyone can use — from the frontline of the contact center to the boardroom. Automatically deliver key metrics and intelligence. Use drag-and-drop functionality to create ad hoc reports. Explore your data using everyday business terms.

TAKE CONTROL OF A CENTRAL REPORTING COMMAND CENTER

Access, create, publish, schedule, share and manage reports, dashboards and scorecards all from a simple, web-based tool. An easy-to-use report builder lets you spend less time creating reports and more time using your reports to drive improvements.

Comprehensive

- Integrate any data source, any data structure, any vendor — anywhere.
- Pre-built adaptors with leading contact center systems get you up and running faster— including tight integration with Calabrio ONE.
- Blend omnichannel data including voice, web, social media, chat and email.
- Deploy on-premises, in the cloud or as a hybrid — whatever fits your organization's needs.
- Scale with Lambda data processing architecture for real-time data from virtually any contact center system.

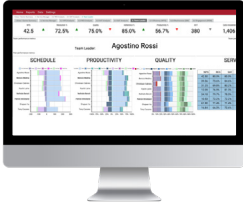
Simple

- Automate reporting with out-of-the-box integrations.
- Eliminate time, cost, and errors from manual reporting.
- Access an intuitive, easy-to-use command center to design, schedule, manage and interact with data.
- Create highly customized, ad hoc reports using everyday business terms you understand.

Enterprise Software

- Turn complex data into easy-to-understand insights with simple charts and graphs.
- Display real-time data alongside historical information to identify and act upon trends.
- Create real-time dashboards and scorecards to deliver feedback for engaged employees.
- Access reports from a single online portal, from anywhere in the enterprise.
- Export to Excel or PDF for easy sharing and collaboration anytime, anywhere.

Let Your Data Drive Productivity



USE BETTER DATA TO MAKE BETTER DECISIONS

Eliminate the errors that come with manual efforts. Improve data integrity and create a single source of truth. Drive efficiencies and better decision-making across the business.



DIVE INTO YOUR DATA—AND EASILY VISUALIZE INSIGHTS

Get immediate value with easy-to-learn reporting tools, dashboards and scorecards. Go deeper with intuitive ad hoc reporting. Create rich visualizations and convert complex data into insights anyone can understand.

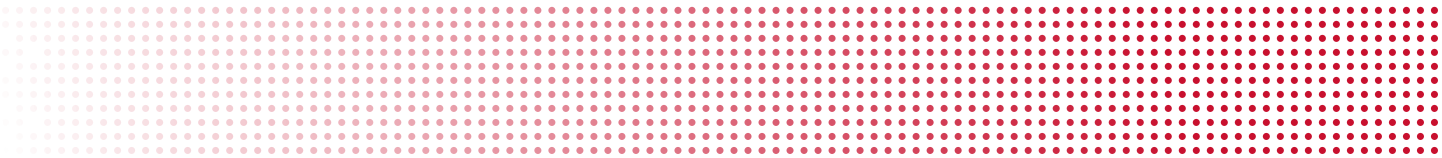


COLLABORATE, GAIN BUY-IN AND DRIVE ACTION

Easily share and collaborate on intuitive reports, graphs and charts with key stakeholders across the business. Make your opportunities clear and gain buy-in to take action.

HIT THE GROUND RUNNING WITH INFORMATION IN REAL-TIME

Employ in-the-moment data insights to hit the ground running, boost employee engagement, and make on-the-fly decisions that immediately improve contact center performance.





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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