

# Calabrio ONE

BUILT FOR THE MODERN CONTACT CENTRE



**CALABRIO**™

 **business**systems



## **An Intelligent, Fully Integrated Contact Centre Workforce Optimisation 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 centre and to transform your entire business. One seamless solution combines workforce optimisation 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 centre 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



## CREATE MORE ENGAGED EMPLOYEES

Manage playback, live monitoring, evaluation, customer survey data and agent feedback from a single platform. Use pre-built evaluations or create highly customised scorecards tailored to business goals. Personalised dashboards provide supervisors with the data they need to manage their teams while giving agents the feedback they crave. Gamification leaderboards inspire healthy competition and motivate improvement.



## DELIVER OUTSTANDING OMNICHANNEL CUSTOMER EXPERIENCES

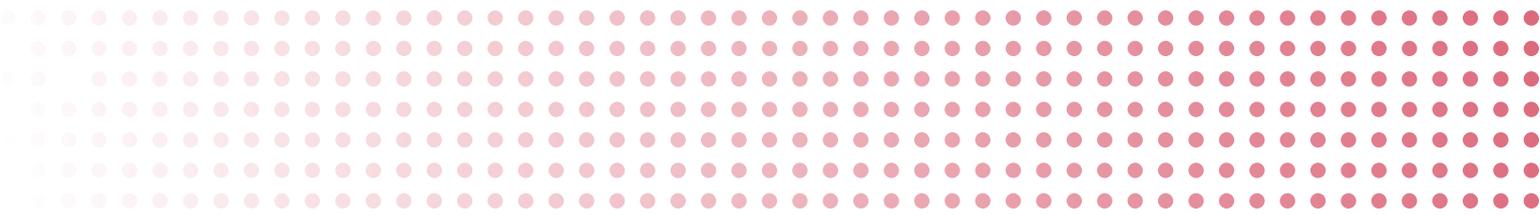
Record every call, every time, to hear the voice of the customer. Seamlessly integrate Calabrio ONE with best-of-breed channel systems and create a central command center for your contact centre for a unified and complete picture of the customer journey. Enable a customer-centric approach to goals and challenges across the business—from branding and marketing, to sales, to service delivery.



## UNLOCK TRANSFORMATIONAL BUSINESS INSIGHTS

Advanced analytics tools deliver predictive and prescriptive insights to help you anticipate customer pain points. 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, personalised experiences that delight, deepen loyalty and drive growth.





# Our Philosophy: Contact Centre Software Doesn't Need to be Complicated

WE COULD TELL YOU HOW EASY CALABRIO ONE IS TO USE, BUT WE'D RATHER LET OUR CUSTOMERS DO THAT FOR US.

1

## Workforce Planning Manager, VITAS Healthcare Corporation

"The ease of use for floor management and agents is amazing. Awesome technical support and networking with other customers is highly encouraged, often answering many questions, learning tips, and real-world scenarios. I feel part of the Calabrio family."

*\*Source: TechValidate TVID: A0E-529-C5F*

2

## Engineer, Large Enterprise Insurance Company

"I like the ease of use with Calabrio. I do not have to manage it nearly as often as I would some of the other solutions we have had and migrated from."

*\*Source: TechValidate TVID: 318-536-6EC*

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## Business Professional, Medium Enterprise Energy & Utilities

"I have utilised many different WFM/QM softwares and this is the easiest to implement, use, and train to any level of staff. The ability to have an input into features is a great idea."

*\*Source: TechValidate TVID: A3D-9F7-C17*

# Calabrio ONE is a Fully Integrated Contact Centre Workforce Optimisation 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.



## WORKFORCE MANAGEMENT

An intuitive, drag and drop interface lets you hone forecasting and streamline scheduling in a few clicks. Agents can have a say in their schedules with Dynamic Scheduling, Calabrio's modern approach to shift-bidding, and can indicate when they're available to work with Dynamic Availability. WFM Agent Mobility allows agents to check their schedules and submit or respond to requests while using their mobile devices. Intraday management tools let you make changes on the fly for a consistent and outstanding customer experience.



## 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 centre goals and drive business value. Take contact centre reporting to the next level with pre-built integrations that blend data from inside and outside of the contact centre—and deliver value across your business in real time.



## CALABRIO ANALYTICS

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



## QUALITY MANAGEMENT

Customisable 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.



## Calabrio ONE Offers the Lowest Total Cost of Ownership Amongst Workforce Optimisation Suites

While each component is available as standalone software, nearly half of Calabrio customers choose the integrated suite—a rate of more than four times the industry average. Gartner says integration is worth more than 20 percent in total savings over the 5 years.<sup>1</sup>

Do you feel like a hostage to the expensive maintenance and complex upgrades of your current WFO provider? Calabrio has gained recognition as an alternative to the high cost and poor service traditionally associated with this industry.

<sup>1</sup> 2015 Gartner Magic Quadrant for Customer Engagement Workforce Optimisation

**CALABRIO**<sup>™</sup>



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