

My Schedule

Feb 16 17 18

2:00PM-10:15PM

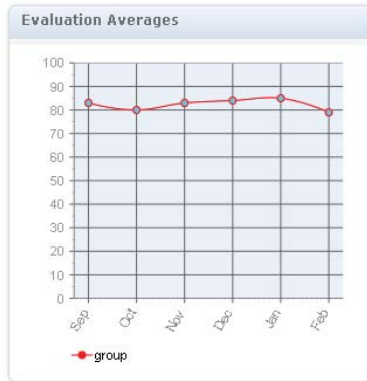
- 2:00PM **Mgmt@elearning.com**
- 2:30PM **Branch Administratio**
- 3:00PM **All Supervisor mtg**
- 3:45PM **1st Break**
- 6:30PM **Lunch**
- 10:00PM **2nd Break**



Recent Evaluations

LAST 0% | **LAST 10** 78%

Agent	Score
Leo Nidias	0
Leo Nidias	0
Leo Nidias	98
Leo Nidias	98
Leo Nidias	98



Recent Evaluations Per...

LAST 0% | **LAST 10** 78%

Agent Time Totals

Agent Calls per Hour

Agent Time Totals



Uncomplicate Your Contact Center

Calabrio ONE is the first workforce optimization suite to draw on proven techniques of the social web to deliver workforce optimization tools that are intuitive, flexible and simple to support.

About Calabrio ONE:

- ∞ Web 2.0-based enterprise software – as perfectly suited for the 25 seat contact center as it is for those with thousands of users
- ∞ Streamlined user experience – the user is just a click or two away from any task, and there is a consistent look and feel between all applications
- ∞ OpenSocial framework provides the opportunity to easily integrate with third party applications like Cisco SocialMiner, Cisco Finesse, Avaya Flare, Facebook, Twitter, blogs and forums
- ∞ Personalized widget-based dashboards are configurable, flexible and highly actionable
- ∞ Mobility? We're ready when you are!

Calabrio ONE breaks down barriers to improve user satisfaction, eliminate time wasted moving from application to application, dramatically reduce training time, and improve performance results for a lower total cost of ownership.