

## Frequently Asked Questions

### 1. What is the Calabrio User Group (CUG)?

The new Calabrio User Group is a knowledge community for Calabrio customers who are looking to leverage their investments in Calabrio solutions and offerings, learn from their peers and influence the direction of future Calabrio solutions. Members include both business and technical users spanning numerous contact center vertical markets such as financial services, retail, travel, government, healthcare, communications and more.

### 2. What are the benefits of the CUG?

The Calabrio User Group helps members to network with each other, share best practices and tips, influence Calabrio product roadmaps, and have direct access to Calabrio management. In addition, all members are encouraged to join the annual meeting, where members interact with their peers and Calabrio management face to face in various sessions and receive training on Calabrio products.

### 3. Why should I join the CUG?

The Calabrio User Group will give you the opportunity to connect with group members who share the same goals and challenges and can offer industry expertise. User Group members share insights and best practices, while learning from the experiences of other members. And best of all, it's free to join.

### 4. What does it cost to join?

There is no fee to join the Calabrio User Group (CUG). There is no registration fee to attend the annual CUG meeting or the special training day.

### 5. Is there a CUG Board to help shape the CUG?

Yes. The Calabrio User Group Board (CUG) is a group of existing Calabrio customers that help shape all aspects of the CUG to bring forth what is most

relevant for CUG members to enhance their knowledge about Calabrio products and connect with peers and Calabrio management.

#### 6. Is there an annual CUG conference?

Yes. Join the User Group and attend the Annual User meeting to share ideas, receive exclusive training, learn best practices, interact with peers and Calabrio management, and see product demonstrations.

The 2011 Annual User meeting will take place from November 7 to 9 in Nashville, Tennessee, formally kicking-off the User Group, the new planned online community for members only, and other activities that you and other members will determine to be most relevant to your needs.

#### 7. What happens at the annual CUG conference? What happens at each day of the CUG conference?

The Calabrio User Group Annual Meeting will take place over 3 to 4 days. The meeting agenda includes training on Calabrio products, networking activities and a dinner reception, customer and external keynote speakers, and roadmap, technology and best practice discussion sessions. View this year's agenda at <http://calabrio.com/wp-content/uploads/2011/09/CUG-2011-Summit-Agenda.pdf>

#### 8. What does it cost to attend the annual CUG conference?

There is no registration fee to attend the Annual User Meeting. All events related costs such as networking activities, meals, meeting rooms or the training day are covered by Calabrio. In essence, the only costs for the attendees are travel and lodging expenses and incidentals at the hotel.