



Calabrio ONE™

Calabrio & Cisco MediaSense

Combining Reliability
with Relevancy

Why Cisco MediaSense?

Cisco MediaSense is an open-standards, network-based recording platform that offers multimedia recording options for the enterprise. The dependable architecture makes the process of capturing, storing and analyzing audio and video media channels simple and affordable. The open-source API allows Calabrio to integrate with and enhance the platform by adding a feature-rich application layer.

With Cisco MediaSense, you can reliably record conversations and focus on the most valuable business functions, including regulatory compliance review, quality management, legal discovery and training opportunities to dramatically improve customer service standards.

Why Calabrio?

Calabrio products are as intuitive and easy to use as they are relevant and cost effective. We're proud to be an industry leader in workforce optimization, and continually dedicate our efforts to product enhancement and innovation with a unique focus on improving the user experience. Simply put, Calabrio offers the most integrated and powerful solution in the WFO marketplace.

Calabrio is an unmatched WFO solution for Cisco MediaSense on the Cisco Unified Contact Center Enterprise platform. We are also Cisco's OEM partner for Cisco's Unified Workforce Optimization products on the Cisco Unified Contact Center Express platform. Paired with Cisco, Calabrio's unique relationship provides the unwavering assurance there is no better solution for your workforce optimization needs. And because we're so tightly integrated with Cisco technologies, product upgrades and releases launch in tandem, driving positive business results for everyone in the contact center, whether it's an agent, IT manager or executive.

Calabrio Product Applications - Comprehensive data doesn't have to be complex.

With Cisco MediaSense, Calabrio's applications work harder than ever. Built for reliability in IP-based environments, the combined network based recording solution provides a robust architecture for contact centers using Cisco Unified Communications Manager. Cisco MediaSense controls the capture of these media streams while Calabrio's intuitive Web 2.0 application interface provides a flexible and dependable medium for playback, storage and assessment. Calabrio products incorporate seamlessly with the Cisco MediaSense platform, so you can rest assured knowing Calabrio solutions are the easiest to use, most aligned and personalized applications for the Cisco contact center platform.

What makes Calabrio Call Recording unique?



Organizations can select which calls to upload that match pre-defined workflows in the enterprise, or simply for particular groups, departments and/or teams. Advanced query options combined with powerful metadata tags provide rapid retrieval of the most relevant calls, while eliminating time spent scouring through thousands of archived recordings looking for the needle in the haystack.

- > **Easy to Use** - A modern Web 2.0 application interface that's easy to deploy, learn and use.
- > **Locate Any Call at Any Time** - Quickly search for and retrieve the right recordings with confidence.
- > **Lower Administrative Costs** - Synchronization with the IP-PBX/ACD automates the basic task of adding, moving and deleting users.
- > **An Integrated Media Player** - The Media Player's energy bar provides a visual perspective of speech interactions for the agent and caller, including silence and talk-over occurrences.
- > **Support You Can Count On** - A highly responsive support team that receives consistently high marks for customer satisfaction.

What makes Calabrio Quality Management unique?



Supervisors can choose to listen to calls at random, or when the need is indicated by performance reports on the widget-based dashboard. Using specific workflows to flag calls of interest, evaluators spend less time navigating through audio and screen recordings and more time assessing the calls that potentially impact the business.

- > **Find the Most Relevant Calls Fast** - Search for calls using an extensive library of call, customer and business related metadata.
- > **Analyze Your Business Through Tailored Evaluation Forms** - Quality evaluation tools are unified and clear and can be arranged to fit any evaluator's work style.
- > **Evaluators Choose From a Library of Evaluation Forms that Fit the Program** - Forms include question level weighting, evaluator hints and KPI questions.
- > **Take Action and Improve** - The unique configurable widget-based dashboard makes quality assurance highly actionable.
- > **Review and Comment for Full Transparency** - Managers, supervisors and agents may be allowed to comment on scored recordings, fostering a collaborative work environment.

And with **Calabrio Advanced Quality Management**, you get a complete view of the contact center, including voice AND screen capture. Recordings are displayed in their own windows, so evaluators can focus on what matters most without missing a beat.

What makes Calabrio Speech Analytics unique?



Measure success beyond service levels. Discover how each interaction contributes to customer satisfaction, loyalty and profitability. Proactively correct problems before they impact output and performance levels.

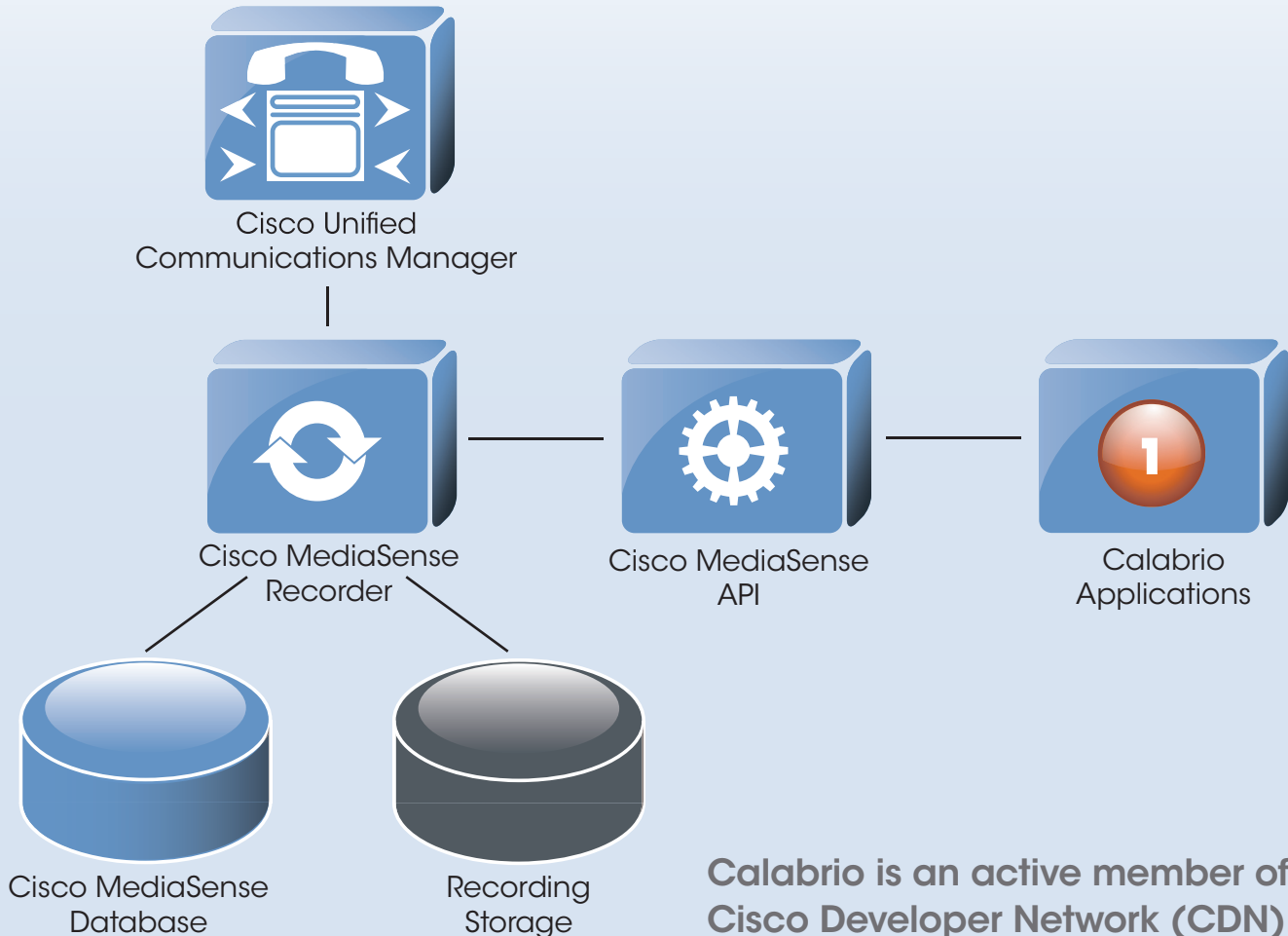
- > **Save Time by Targeting Your Analysis** - Identify calls you might want to analyze first through key phrases or words of interest, and then index calls from Calabrio Quality Management based on data associated with the call.
- > **Analyze and Take Action** - The speech analytics engine displays all the instances where there is likely to be a hit. Users can zero-in on potential business issues.
- > **Technical Advantages for Business Ease** - Calabrio's innovative technology saves time and money.

Calabrio ONE and Cisco MediaSense - the best fit for your unique needs.

With bundles and features sure to fit the unique needs of any contact center, you can be sure you'll receive the applications and support you need for the success you expect. We compliment our solutions with comprehensive training services and unsurpassed customer support, so you can focus on the most essential business elements. [Click here](#) for a list of features by application.

Experience a less complex, more meaningful product suite - experience Calabrio ONE.

Calabrio & Cisco MediaSense - Platform Architecture



Calabrio is an active member of the Cisco Developer Network (CDN).



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