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Calabrio's workforce optimization suite breaks new ground

Calabrio, Inc., a leading provider of contact center workforce optimization software, today released an all new design of its Web 2.0-based Calabrio ONE enterprise software suite. 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.

A hallmark of the Calabrio ONE suite is the personalized dashboard, which is presented as a series of widgets, in an OpenSocial framework embraced by popular social media sites. Each user can choose from the widget library of performance graphs and activities, then position and configure the dashboard according to their own needs and preferences. For example, an agent can set their dashboard to monitor their own schedule, adherence metrics, average quality scores for the day or the week, alerts and overall performance against team KPIs (Key Performance Indicators).

"Contact centers are struggling to keep pace in an environment where customer interaction spans everything from a phone call to a Twitter post, and an incoming agent workforce expects the instantaneous connections they get through texting and Facebook," said Tom Goodmanson, president and CEO of Calabrio. "Enterprises simply can't afford to have complex contact center solutions slow them down. Now is the time to provide customer service professionals with workforce optimization tools that are as powerful in their simplicity as the ubiquitous social media sites."

"Calabrio's new user interface is highly innovative and a game changer for the contact center workforce optimization market," said Donna Fluss, president of DMG Consulting LLC. "The widget-based design is very flexible, but more importantly, it significantly reduces the number of steps and complexity of performing quality assurance and workforce management functions."

Calabrio ONE is designed for a more personalized, efficient user experience with

intuitive navigation. The user is just a click or two away from any task, and there is a consistent look and feel between all applications. These factors are designed to improve user satisfaction, eliminate wasted time moving from application to application, and dramatically reduce training time. Other advantages of the suite include freedom and flexibility, whether it is delivering applications to users on mobile devices or setting up time-saving task workflows.

Calabrio ONE offers IT staff more opportunities to respond to the needs of the business user, with less time spent on day-to-day application support. Looking forward, the OpenSocial framework of Calabrio ONE will provide the opportunity for contact centers to integrate with third party platforms like Cisco SocialMiner, which allows enterprises to monitor and respond to posts on social networking sites like Facebook and Twitter. Calabrio ONE could also incorporate widgets directly from these and other sources, including industry blogs and forums. The widget-based design also allows for workforce optimization components to seamlessly integrate within other Web 2.0-based frameworks, such as Cisco Finesse, Cisco's next generation agent and supervisor desktop.

New Application Features

Calabrio ONE blurs the lines between the individual components of call recording, quality assurance, analytics, workforce management and performance management by integrating these components into one, truly seamless software

suite. Components can be purchased separately, together, or in phases, depending upon the needs of the contact center. The suite supports the new 8.6 versions of Calabrio Call Recording, Calabrio Quality Management and Calabrio Workforce Management. New features include:

A speech energy bar, including a timeline, visual comments and metadata tagging, which speeds the QA process and provides additional context to the evaluations

Speech energy data for talk over and silence, which allows evaluators to quickly flag potential customer service issues

Agent hot desking or hoteling and extension mobility for non-agent, which frees a user from having to work at a particular location or on a particular device

Hyperlinking to any third party applications, which supports integration for training and eLearning, for example

Service alerts, previously available for recording capture, now extended to the full suite

"Contact centers will never reach their full potential as a strategic business asset if workforce optimization tools are overly complicated and people resist them," adds Goodmanson. "Calabrio ONE breaks down those barriers to improve performance results for a lower total cost of ownership." ☎

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