

**EDUCATION
INNOVATION
NETWORKING
BEST PRACTICES
KNOWLEDGE SHARING
PRODUCT DIRECTION**

**TRAINING
ROADMAPS**

CALABRIO USER GROUP

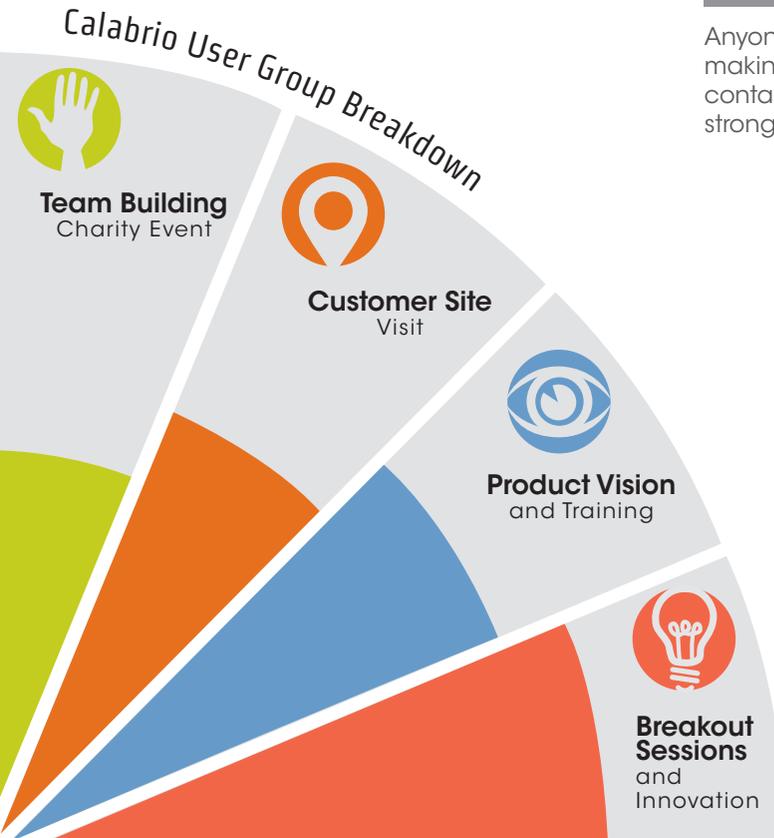
What Is the Calabrio User Group?

The Calabrio User Group is a knowledge community for Calabrio customers who are looking to leverage their investments in Calabrio solutions and offerings. Members have the opportunity to network, share vision and best practices with other users, and influence the future direction of Calabrio products. Calabrio User Group members include both users and business leaders spanning numerous contact center industries, such as government, healthcare, retail, banking, manufacturing and more. The Calabrio User Group hosts a summit event annually where Calabrio customers get the chance to meet face-to-face with each other and the Calabrio leadership team to attend usability labs, customer led sessions and 1:1 Innovation Center training courses.

who should join

Anyone with a vested interest in making your customer service and contact center organization a stronger asset to your business!

- Contact Center Managers, Directors and Executives
- WFM Analysts
- Quality Specialists
- IT and Telecom Administrators and Management
- C-level Executives



64%

of Calabrio ONE features
come from Calabrio User
Group members.*

INNOVATE

Learn from Calabrio Innovation Center specialists and consultants, other customers, and market leaders about the future of customer service. Find opportunities to improve and grow your business.

BEST PRACTICES AND TIPS

Learn what other companies in a variety of environments are doing. Implement the best ideas for your company to maximize your investment in Calabrio products. Offer your suggestions for others to learn from you and your company.

NEWEST INFORMATION

The Calabrio User Group is the conduit to communicate the latest product updates and announcements, as well as everything about upcoming products and solutions.

INFLUENCING PRODUCT DIRECTION

Be at the source of the creation of new Calabrio products and solutions. Influence the Calabrio product roadmap by participating in the Calabrio User Group Annual Summit. Express your ideas and experiences with the community.

INCREASED ACCESS TO CALABRIO LEADERSHIP

Calabrio's executive team is actively involved in the Calabrio User Group. You will have a direct link to Calabrio's executive team by joining the Calabrio User Group and sharing your ideas and needs.

EXTENDED CALABRIO KNOWLEDGE COMMUNITY

Access a network of Calabrio product users across a variety of industries and geographic areas. Gain new ideas of how to get more out of using Calabrio solutions and other opportunities in customer service and IT.

ANNUAL USER SUMMIT

Take advantage of the Calabrio User Group face-to-face meeting to engage with others about top-of-mind topics relevant to you, share ideas, receive exclusive training, learn best practices, answer each other's questions and see product demonstrations.

*Percentage varies by year.

REASONS TO JOIN

CALABRIO USER GROUP

how to join

Visit Calabrio's Portal* at: portal.calabrio.com and navigate to the User Group tab. Here you will be able to join Calabrio's exclusive customer group and find valuable information such as videos, forums and previous presentations.

For more information, visit: www.calabrio.com/community/user-group

*You must be logged into Calabrio's Portal to view this page. Joining the Calabrio User Group does not register you for the annual event, it ensures you will receive all Calabrio User Group communication.



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