



Customer Optimization Consulting

Getting the most from your Calabrio investment

Many organizations can face challenges after buying and implementing new enterprise software as they struggle to fit the new technology into their processes or to foster acceptance of new processes. The Calabrio Innovation Center has developed the Customer Optimization consulting program to help you address those challenges and unlock the full value of your Calabrio investment. This service provides you with a dedicated expert to help translate your business vision into a practical action plan.

SERVICE METHODOLOGY

The Calabrio Customer Optimization consulting program uses this three step process to accelerate value for our customers:

Discovery

Through discovery meetings (virtual or on-site) the Innovation Center will work to understand the challenges that are preventing you from getting the most value from your Calabrio software investment. During this stage we'll reach consensus with your team on focus areas.

Deep Dive

Your dedicated Innovation Center consultant will then do a deep dive analysis. This goes beyond your Calabrio environment to examine your training, staffing, and other business processes and procedures. Once we've been able to evaluate all facets of your challenges we can then work to provide a solution tailored to your unique situation.

Results and Recommendations

The Innovation Center will deliver the analysis of your situation and offer practical action plans and best practices to ensure you are leveraging the full power of your Calabrio technology.

WORK WITH INDUSTRY EXPERTS

Calabrio's Innovation Center has designed its offerings with your success in mind. Staffed with well-known industry experts with decades of combined contact center and technology experience, our mission is to share best practices to ensure you are leveraging the power of the Calabrio ONE suite and its individual components—QM, WFM, and Analytics. We seek to understand what roadblocks you face in your business and will offer expertise to best address them with real solutions.

Path to Customer Success

CUSTOMER MEETINGS

Innovation Center meets with you to understand the challenges you are currently facing in your business.

DISCOVERY

In-depth understanding of what is happening with your business and the mechanics needed to ensure your unlocking the value of your workforce resources.

DEEP DIVE ANALYSIS

Root cause analysis to determine what roadblocks you are currently facing that are causing issues.

ANALYSIS RESULTS AND RECOMMENDATION

Deliver analysis of your situation and how to best address the challenges you face as well as best practices to leverage the power of Calabrio ONE.