

# Calabrio Innovation Center

The Innovation Center represents a deep commitment to customer success during each step of the customer journey with Calabrio.

At Calabrio, we know that it can be difficult not only to use new enterprise software but also to derive benefits from new software. Many times you buy software only to find out it doesn't work as you expected, or it works differently from your previous. You end up spending more time trying to figure out how it fits your business. On top of that, it can take week and even months to train your teams on how to use this new piece of software, delaying the time until you see benefits from the software.

## MISSION

The Calabrio Innovation Center was designed with one purpose in mind—to ensure our customers are successful during each step of their journey with Calabrio. Our mission is to drive customer success and maximize return on investment for our clients through in-depth, hands-on consulting, best practice education, and improved business intelligence. The Innovation Center's primary goal is to ensure our clients maximize the value of their technology investment by looking at their entire contact center organization and providing solutions to their most pressing business problems.

## OFFERINGS

The Calabrio Innovation Center's offerings are designed to meet the needs of everyone in your organization. Through the use of a carefully crafted set of programs—including

in-depth consulting engagements, workshops, proof of concepts, managed services, and customer success programs—the Calabrio Innovation Center provides customers with a comprehensive packages designed to educate, enable, and empower your organization.

## EXPERIENCE

The Calabrio Innovation Center brings together experienced consultants, training professionals, and leading practitioners to promote the adoption of enhanced techniques and the fulfillment of our customers' continuous improvement efforts. Utilizing state-of-the-art environments incorporating real-world contact center data, Calabrio Innovation Center participants gain hands-on experience with advanced methodologies and technologies that can make their contact centers and businesses thrive.

## Innovation Center Promise:

### TRUSTED ADVISOR

The Innovation Center is with you throughout your journey with Calabrio, from the evaluation process to selection through deployment and beyond.

### CUSTOMER SUCCESS

The Innovation Center is laser-focused on ensuring that customers maximize the return on investment from their software purchase.

### VALUABLE OFFERINGS

From consulting and workshops to proof of concepts and managed services, the Innovation Center has something for everyone.

### EXTENSIVE EXPERIENCE

Our industry experts have over 100 years of combined experience in crafting contact center solutions.