

Calabrio Innovation Center Services

Maximize the value of your investment with the Calabrio Innovation Center

The Calabrio 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.

Our goal is to help your business attain success in each step of your journey with Calabrio through one of the following services:

Pre-Sale Services

While you are evaluating Calabrio ONE, you can leverage the Innovation Center for workshops and proofs of concept to help you establish the value of analytics for your unique organization, and to share with your organization industry best practices.

CUSTOMER SUCCESS CONSULTING

The Calabrio Innovation Center team is available for an in-depth consultation engagement with potential customers to investigate current processes, discover improvements and share best practices about how Calabrio solutions can help drive concrete improvement and ROI for your business.

ANALYTICS WORKSHOP

Discover how Calabrio Analytics can help your organization make better decisions. We will demonstrate the value of Calabrio Analytics through greater investigation of your customer interactions. During this short engagement, our experts will uncover how Calabrio Analytics helps with employee optimization, customer engagement and other business initiatives to catalyze growth within your organization.

PROOF OF CONCEPT

Have you ever wanted to try a new technology before buying? Now you can. With Calabrio, you are not limited to a product demonstration. Using your own data in your own IT environment, take a test run of Calabrio products to see if it's the right option for your business.

Post-Sale Services

After you become a Calabrio customer, the Innovation Center is your resource to ensure sure you are fully realizing the benefits of the Calabrio solutions you purchased.

CUSTOMER OPTIMIZATION CONSULTING

Calabrio strives to ensure our clients get the most value from their contact center resources, above and beyond using our software. The Calabrio Innovation Center has developed the Customer Success consulting program to help you address your 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.

ANALYTICS MANAGED SERVICE

Not all companies have the available resources to make analytics technology a truly effective means of discovering more about the business, employees and customers. Calabrio Analytics Managed Service removes this worry by unlocking the full value of your analytics deployment for improved decision making. With our team working for you, your time to value is dramatically reduced, enabling you to reap the value of your analytics solution immediately.

Innovation Center Benefits:

IDENTIFY REAL VALUE... BEFORE YOU BUY

Through workshops and proofs of concepts the Innovation Center will help you establish the value of analytics for your organization, and share with your organization industry best practices.

MORE THAN JUST SOFTWARE

When you buy Calabrio you gain access to value added resources and consulting to ensure success each step of the way with Calabrio.

CUSTOMER SUCCESS CENTER

The Innovation Center is built for your success. We work with you to ensure you get the most out of Calabrio ONE.

EXPERTISE ON DEMAND

The Innovation Center experts will work with you either on-demand or through a managed service.