

Calabrio Analytics Managed Services

Unlock the full value of your analytics deployment with the Calabrio Innovation Center

The Calabrio Analytics suite helps organizations gain data-driven insights to improve the customer experience and to drive revenue with every customer interaction. Regardless of channel, you can analyze interactions and make valuable discoveries about your customers, employees, and business.

But not all organizations have the available resources to make analytics truly effective. Calabrio Analytics Managed Services removes obstacles to unlock the full value of your analytics deployment.

CONFIGURATION

Your dedicated analyst has one goal: to make sure your project gets off to a strong start and to keep it on track. Your project will start with a business objectives review, which helps you and your analyst to clarify and prioritize your business initiatives and project goals. Your analyst will then develop and test phrases designed to uncover business insights. Then, your analyst will configure customized analytics dashboards to highlight trends and patterns.

Each month, the analyst will address a new business initiative of your choosing, leading to ongoing discovery and growth.

DELIVERABLES

You will receive a monthly findings report which will highlight documented trends and interactions of interest along with recommended actions and industry best practices. In addition, you will have full access to explore the Calabrio Analytics solution loaded with your interactions and analytics findings.

HEALTH CHECKS

Your customers' language will evolve over time. Your dedicated analyst can help you stay on top of these changes with periodic health checks. During a health check, your analyst will evaluate and adjust your phrases and categories to ensure they continue to deliver your desired results.

ACTIVITY	Frequency
Business objective review meeting	Quarterly
New business initiative	Monthly
Analytics phrase tuning	Weekly
Configure custom analytic dashboards	Monthly
Business results review including executive summary	Monthly

FOCUS ON YOUR BUSINESS

Leave it to the Innovation Center experts to run your analytics program. Calabrio Analytics Managed Services gives you access to analytics experts, technologies, and processes. Reap the benefits of an analytics program while your team focuses on their core responsibilities.

Discover More with Calabrio Analytics Managed Services

IMMEDIATE BENEFITS—

Get immediate benefits from your analytics solution with the help of an analytics expert.

LEARN BEST PRACTICES—

Gain access to a dedicated analyst and learn proven best practices.

ACHIEVE RESULTS—

See your analytics findings and learn exactly what actions will achieve results.

LEAVE IT TO THE EXPERTS—

Focus on your core business, while we do the heavy lifting.