



# Delta Air Lines moves to the cloud with Calabrio WFM.

As a specialized travel agency support center under the global sales division, Delta Air Lines operates a 24/7 global sales support center with over 220 employees in 6 countries and 40 to 50 skills. This always-on, complex business requires real-time flexibility and advanced forecasting capabilities in order to achieve business continuity and meet the needs of their customers. As a long-time customer of Calabrio, Delta Air Lines sought their trusted advice to move from their current premise-based WFM solution to the cloud hosted by Microsoft Azure.

## COMMUNICATING EFFECTIVELY AND ADAPTING QUICKLY AT A GLOBAL SCALE

Delta Air Lines needed a workforce management solution to handle complex operations that “followed the sun” to capture its Asia Pacific operations while maintaining ease of use and adaptability. Due to unpredictable weather patterns, call volumes could change at a moment’s notice and affect the speed and service level performance. Furthermore, providing global support meant multiple work rules based on skill and language requiring quick, intelligent action in a real-time environment. Of the highest importance in a competitive environment, a need arose for Delta Air Lines to seek a solution that worked hand-in-hand with their current ACD system and increase speed and flexibility of planning and operations.

## Delta Air Lines At A Glance

**COMPANY**  
Delta Air Lines

**INDUSTRY**  
Travel Services

**PRODUCTS USED**  
Calabrio WFM

**THE CHALLENGE**  
Delta Air Lines needed a workforce management solution to handle complex operations that “followed the sun” to capture its Asia Pacific operations while maintaining ease of use and adaptability.

**THE SOLUTION**  
Delta Air Lines selected Calabrio's cloud-based Advanced WFM package with features like real-time monitoring and adaptivity in order to strengthen operational excellence. This new, quick-action tool allows for easy schedule modifications across the globe and easy skill re-routing.

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### FLEXIBLE WORKFORCE MANAGEMENT SOFTWARE BACKED BY TRUSTED, SECURE CLOUD TECHNOLOGY

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### DELTA HAS A POWERFUL AND FLEXIBLE FOUNDATION FOR FUTURE GROWTH, WITH AZURE AND CALABRIO WFM

Delta Air Lines looks forward to the future, where efficient integration between solutions will provide better insight and reporting. Additionally, they anticipate the benefits of automation and quick feature release that comes with their Calabrio WFM cloud solution. As business grows, Delta Air Lines has confidence that adding new employees, as well as opening new locations, will be done with speed and ease. Moving to the cloud has solved a growing need within their service center for high functionality around the clock, quick responsiveness and adaptivity to changing service volumes, and expansion.

## Learn more about Calabrio ONE

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# CALABRIO™

Calabrio is the customer experience intelligence company that empowers organizations to enrich human interactions. The scalability of our cloud platform allows for quick deployment of remote work models—and it gives our customers precise control over both operating costs and customer satisfaction levels. Our AI-driven analytics tools make it easy for contact centers to uncover customer sentiment and share compelling insights with other parts of the organization. Customers choose Calabrio because we understand their needs and provide a best-in-class experience, from implementation to ongoing support.

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