

**CALABRIO™**



# **CALABRIO WORKFORCE MANAGEMENT**

**Equip and engage agents. Deliver consistently outstanding service.**



# ELEVATE YOUR APPROACH TO WFM

A modern WFM solution should do more than digitize scheduling. It should help your people work smarter. It should help you make your people better. Calabrio Workforce Management (WFM) gives you the toolset to get the very best from your people. Free managers from tedious scheduling so they can focus on strategic improvements. Engage agents with real-time feedback and gamification.

# EMPOWER CONTACT CENTER MANAGERS



## **Create more accurate forecasts and schedules—faster.**

Create smart schedules in seconds—instead of hours.

## **Reduce overstaffing and overtime.**

Mine historical data to predict spikes and lulls. Always be prepared—but not overstaffed.

## **Adjust staffing in real time.**

Respond to unexpected interaction volume changes with dynamic scheduling tools.



# FREE MANAGERS TO FOCUS ON ADDING VALUE

Automate and streamline common workflows so your managers can focus on strategic initiatives to improve performance and add value to the contact center.

# ENGAGE CONTACT CENTER MANAGERS



## **Give agents the freedom of flexible scheduling.**

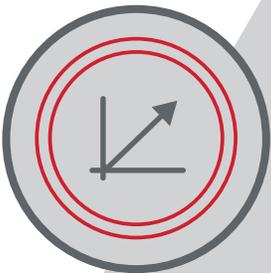
Dynamic availability and real-time shift bidding gives agents empowering control.

## **Deliver immediate feedback—connect performance with impact.**

Give agents the feedback they crave. Create an ongoing conversation that connects agent performance with high-level contact center and business metrics.

## **Inspire self-improvement.**

Motivate agents with performance benchmarking and gamification tools. Create a culture of pride in performance.



# CREATE A CULTURE OF CONSTANT IMPROVEMENT

Build an engaged workforce and give them the insights and inspiration to keep improving.

## The Tools to Drive Workforce Engagement

# FORECASTING AND PLANNING

Enable strategic staffing and long-range planning.



### Advanced Forecasting & Modeling

Forecasts can be modeled using historical data from one day to more than a year.



### Hiring Planning

Plan hiring based on staffing needs, time to hire, attrition and user-configured stages of the hiring process.



### Capacity Planning

Produce reports to identify resource needs over an established timeframe including agents, supervisors, trainers, computers, phones and desks.



### Budgetary Planning

Establish budgetary estimates over a defined time frame based on user-configured data such as average wage rates and average costs.



### Vacation Planning

Vacation planning tools synchronize time-off accrual and vacation allotments, including integration with Human Resource Management Systems (HRMS) to capture vacation and sick leave in enterprise staffing systems.



## The Tools to Drive Workforce Engagement

# SCHEDULE MANAGEMENT

Streamline daily scheduling workflows.



### Dynamic Availability

Agents indicate their availability and shift preferences.



### Rule-Based Scheduling

Set minimum/maximum paid-hour restrictions and other business rules to govern scheduling.



### Skill-Level Scheduling

Agents with multiple skills can be scheduled based on the forecasted load for each skill at each interval.



### Performance-Based Scheduling

Reward agents with schedule priority based on performance, rank, seniority or other appropriate business parameters.



### Automated Approvals

Rule-based approval workflows for employee scheduling requests.



### Scalable Multi-Site Support

Scale from five to 50,000 agents.  
Coordinate staffing across multiple contact centers.



## The Tools to Drive Workforce Engagement

# FLEXIBLE OPTIMIZATION TOOLS

Agility to respond to evolving staffing needs.



### Intraday Optimization

Optimize agent break and lunch assignments in order to better utilize staff for better coverage.



### Drag and Drop Editing

Make quick and easy changes, preview performance impact down to the minute and put changes into production.



### Agent Alerts

Agents receive immediate alerts to changes in their schedules.



### Real-Time Tracking

Monitor and balance call volume, available agents and service levels.



### Intraday Dynamic Scheduling

Eliminates manual efforts associated with intraday schedule adjustments for unforeseen changes in staffing requirements by automatically coordinating overtime or voluntary time off opportunities.



### Mobile-Optimized Agent Schedules

Agents can view their schedules, enter time off and trade shifts all from any mobile device, any time.



# SEAMLESS INTEGRATION— PAINLESS IMPLEMENTATION

Implementing new technology doesn't have to be painful and time-consuming. Calabrio Workforce Management makes rollout fast and cost-effective.

## **BEST-IN-CLASS INTEGRATIONS**

Synchronized integrations with the leading IP-PBX/ACD platforms.

## **LOWER TOTAL COST OF OWNERSHIP**

Flexible architecture, storage and pricing options enable customization for your needs and budget.

## **LOWER INFRASTRUCTURE COSTS**

Leverage existing database resources and storage—no server software fees.

## **FASTER USER TRAINING**

A modern interface and intuitive workflows bring agents and managers to a high level of proficiency in hours—not days or weeks.

# CHOOSE YOUR DELIVERY MODEL

Get the contact center workforce management solution you need, in the deployment model that best suits your infrastructure and plans—without sacrificing functionality, security or flexibility.

## CLOUD



### Maximum Access and Scalability

Standard integrations and easy multitenant expansion

- Fast deployment

- Infinite scalability and metered pricing supports seasonal and dynamic staffing

- Automatic updates through monthly release cycle

## ON-PREMISES



### Ultimate Control

Meet regulatory requirements for on-premises data storage

- Fully multitenanted architecture enables workforce segmentation

- Manage all update decisions

## HYBRID



### Complete Customization

Capture data on-premises and store in public cloud

- Centralize data capture in private cloud—store in public cloud

- Capture ACD data in public cloud—store in public cloud

# SERVICE AND SUPPORT TO KEEP YOU MOVING FORWARD

You know the 5-star customer experience you're aiming for? You deserve it from your vendors, too. Calabrio takes a customer-centric approach to providing dedicated service and support, understanding your unique challenges and goals and delivering expertise to keep your contact center moving forward.

## Focused Implementation Support

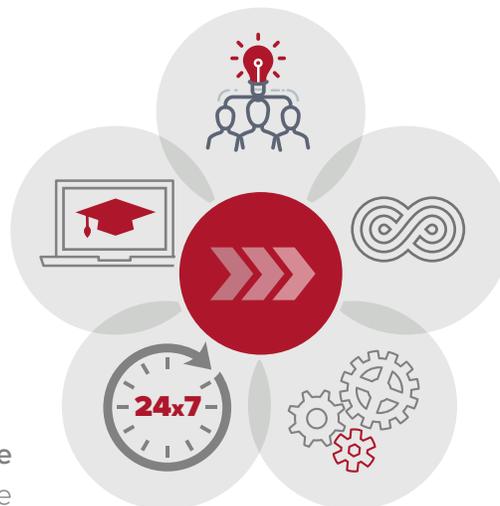
A dedicated team of experts, keeping your rollout on-time and on-budget.

## On-Site and Online Training

From go-live agent and supervisor training, to digital guides for new staff, to resources for continuing employee development, we empower your people to be their best.

## 24x7 Expertise

Your contact center is there when your customers call—and we're there whenever you need us.



## Ongoing Optimization

We stay tuned in to your changing needs, helping you maximize the value of your solution as your business evolves.

## Innovation Center

Your connection to established best practices as well as fresh thinking and emerging strategies from the leading edge.

# BUILD A MODERN CONTACT CENTER— TRANSFORM YOUR BUSINESS

Calabrio Workforce Management is part of Calabrio ONE—a complete Workforce Optimization (WFO) suite revolutionizing the way enterprises engage their customers. Calabrio ONE includes call recording, quality management, workforce management, multichannel voice-of-the-customer analytics and advanced reporting. The suite records, captures and analyzes customer interactions to provide a single view of the customer and improve the agent and customer experience. It is the only fully multi-tenanted cloud WFO solution on the market.



## Call Recording

The clean and simple way to capture every customer voice—across every channel. Create a unified view of the customer, see the big picture with new clarity and leverage comprehensive voice-of-the-customer data to drive key business objectives.



## Quality Management

Highly automated and efficient evaluation of 100% of your customer interactions. Shorten feedback loops and target training to drive better agent performance that directly improves customer satisfaction.



## Workforce Management

Smart forecasting, scheduling and admin tools that drive elevated WFM strategies. Efficiently predict and respond to dynamic customer call volume and deliver a consistently outstanding contact center experience.



## Calabrio Analytics

Sophisticated speech and text analytics engines that harness the voice of the customer—and intuitive outputs that bring that data to life. Leverage predictive and prescriptive insights to deliver value to sales, marketing, IT, product development and business development teams.



## Advanced Reporting

Amazingly integrated reporting and analytics tools that integrate customer and business data from across the organization. Break down data silos, eliminate tedious reporting, visualize critical metrics and see the full story your data tells.

For a demo of Calabrio Workforce Management and to learn more about how Calabrio ONE is revolutionizing the way organizations engage their customers, visit [calabrio.com](http://calabrio.com).

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