

A Complete Workforce Optimization & Workforce Engagement Solution.

Why Calabrio ONE?

- **User Friendly.** With Calabrio and Amazon Connect, there's less time needed to install, fewer headaches getting the systems to work together, and less training needed to achieve results.
- **Secure Architecture.** Calabrio ONE is the only fully multi-tenanted cloud WFO solution on the market, meaning instant upgrade deployments, increased security and flexibility. All data is encrypted with keys unique to your organization, so you are the only one able to access it.
- **Strong Relationships.** Calabrio ONE is available in the AWS Marketplace, giving you the flexibility to purchase easily and quickly, no matter what the size of your company. Calabrio is an APN Advanced Technology Partner.
- **Intuitive Interface** With an intuitive role-based interface, teams can share information quickly. Intraday adaption, either manual or automatic, ensures that operations remain fully optimized.
- **Seamless Integration.** Historical call data is collected from Amazon Connect and is stored within WFM. Data then can be verified and adjusted as required by the Forecasting team to allow adaptive forecasting techniques to produce an accurate demand forecast for a defined future period.

Product overview

Calabrio is a customer engagement software company that provides analytic insights to catalyze growth through customer service contact centers. The Calabrio ONE software suite empowers everyone in an organization, from contact center agents to the CEO, with easy-to-use tools that provide a better understanding of their customers. Every interaction yields insights that expand customer consciousness, which is how leading companies now drive growth and long-term corporate prosperity.

Together, Amazon Connect and Calabrio provide the cloud advantage. We have led and continue to lead workforce engagement management in the cloud. As a cloud-first platform, the new Calabrio ONE helps contact centers resolve the specific challenges of this new era and is the perfect solution to prepare them for whatever comes next.

Product features

Workforce Management

Designed for the modern contact center and the modern workforce:

- Calabrio WFM synchronizes user, agent, supervisor and team data with Amazon Connect for configuration purposes and historical data association. Calabrio WFM synchronizes historical data for use with scheduling and forecasting of the workforce.

Quality Management

The start of the data trail that leads to the all-important voice of the customer:

- Automate recording, evaluation and reporting to drive consistency across every channel. Calls, emails, chats, social media—capture and evaluate every interaction for customer service quality.
- Keep your customer interactions secure—and easy to access. Comply with policies and data encryption regulations.

Analytics

Allowing organizations to analyze customer interactions and agent activity—simply, accurately, and cost-effectively.

- Sophisticated speech, desktop and text analytics unlock the goldmine of intelligence buried in your contact center. Transform every customer interaction into usable data.

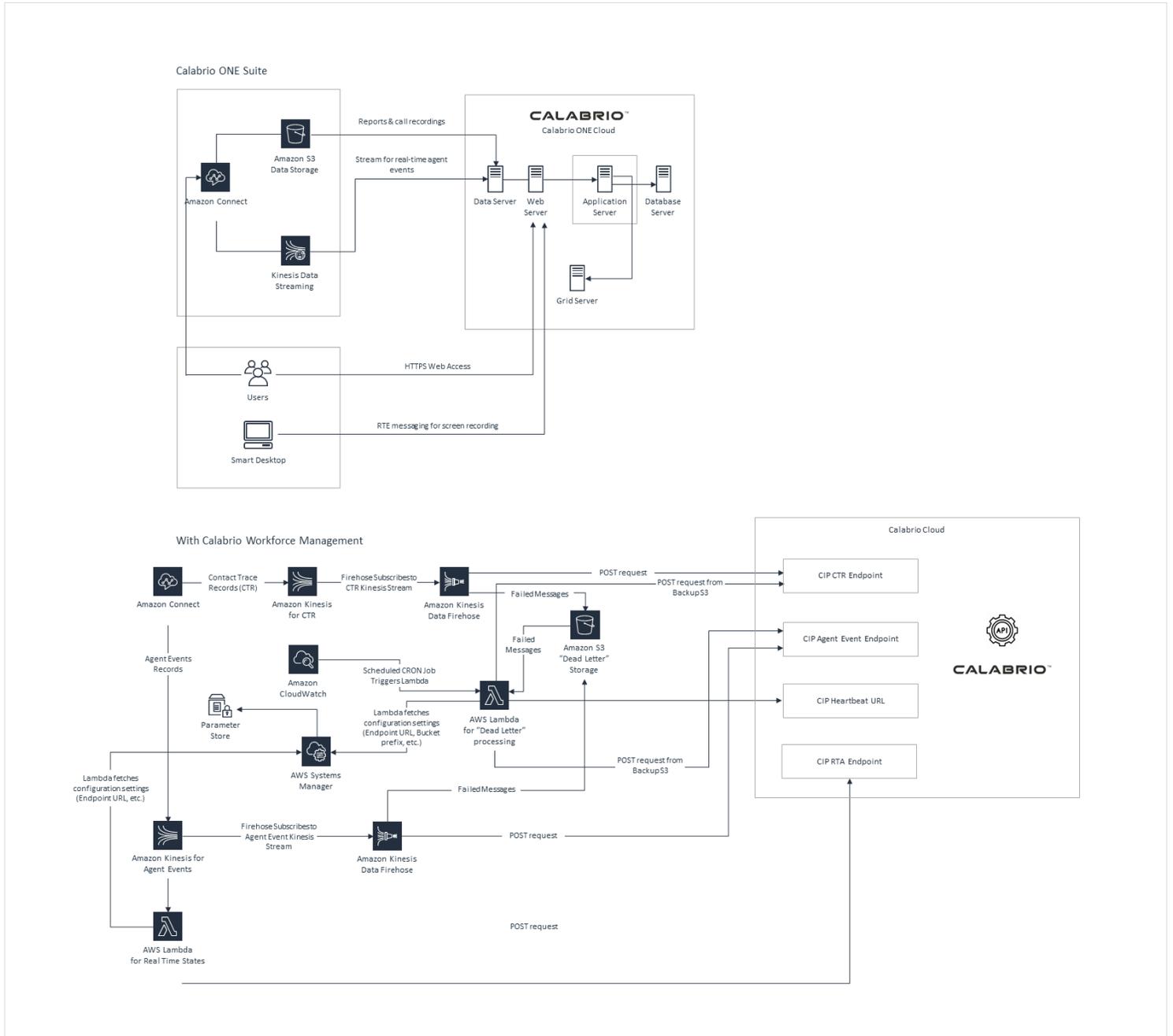
Data Management

Data Management makes getting the real-time information and actionable insights needed to manage and improve enterprise-wide performance easier and more effective.

- Dynamic & customizable business intelligence that includes comprehensive dashboards and reports to reveal activities, patterns, and trends for drill-down analysis, and big picture views.

How it works

Calabrio ONE is a unified workforce optimization (WFO) software suite that integrates with Amazon Connect to provide call recording, quality management, workforce management and voice-of-the customer (VoC) analytics. The architecture diagram below shows the connection between Amazon Connect and the Calabrio ONE suite



Differentiators

- **Better Together:** Calabrio ONE was built from the ground up for the cloud, with integration with Amazon Connect a principal design consideration. The result is fast implementation and time-to-value for customers.
- **100% AWS-based,** multi-tenant SaaS platform using 67 AWS services RDS, EC2, EBS, Elasticsearch Service, Kinesis Firehose, CloudWatch, Snowball, Lambda, and Dynamo DB.
- **Marketplace:** Calabrio ONE is available via AWS Marketplace to give customers the flexibility to purchase easily and quickly, no matter their size and scale.

What our customers are saying

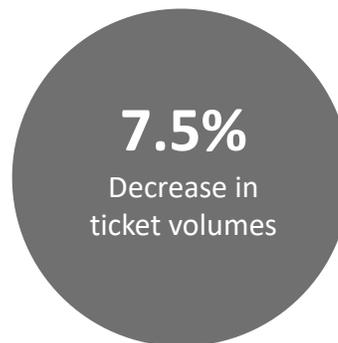
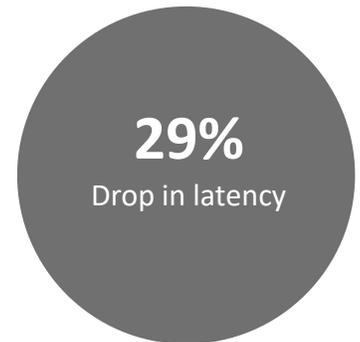
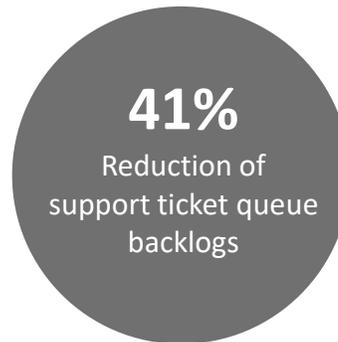
“ Agents don't feel overwhelmed anymore, they don't feel tethered to their desks, and they don't feel guilty about taking a break. They're happier, and happy agents deliver better customer service. ”

-Christine Kolbeson, Director of Customer Experience, Rackspace Technology

Additional Resources

- [Case Study: Rackspace](#)
- [Case Study: GE Appliances](#)

Rackspace – Case Study - Data Points



Solution available in [AWS Marketplace](#)