



Calabrio

WFM

More WFM Than Ever.
More Than WFM.



Meet The Moment:

Agility for the Modern Contact Center

Calabrio workforce management is designed for the modern contact center and the modern workforce. Through employee empowerment tools, intelligent automation, reporting and global support, Calabrio's WFM solution addresses the acute needs organizations face in today's challenging environment, while helping navigate the evolving world of work going forward.

Calabrio WFM is a highly agile and scalable workforce management platform that allows delivery of seamless experiences for customers, agents and contact center managers—no matter where agents are working, remotely, on-location or a hybrid mix.

Calabrio WFM for a New Era

Calabrio WFM enables your organization, through its core functionality, to plan and manage their operations through advanced forecasting, dynamic scheduling and intelligent automation, while also providing the tools and technology to empower, educate and lead today's workforce.

Forecasts: Multi-skill, multichannel forecasting for both short- and long-term planning, as well as for trends and seasonality analyses.

Schedules: Powerful, multi-skill scheduling-optimization engine for effective employee planning, considering work-hour legislation, demand, employee requests—and more.

People: Employee administration, including work-hour contracts and skill assignments.

Shifts: Efficient shift generator for creating shifts from any mix of schedule activities.

Budgets: For long-term planning of staffing requirements; assess the staff available in comparison with forecasted resource need.

Intraday: Allows overview and detailed analysis of on-the-day traffic, performance and staffing down to interval level.

MyTime: Provided as both a web-based employee portal and an IOS/Android app, MyTime offers employees not only access to their schedules but also industry-leading empowerment tools for work-hour preferences and self-assessment.

CC/CX Connector: Calabrio provides officially certified connectors to all major contact center and customer experience platforms for automated transfer of contact data to Calabrio WFM.

Data Manipulation: Calabrio WFM includes powerful solutions to connect to your Calabrio WFM data that includes APIs, and SDK.



Empower

Give Employees Autonomy And Flexibility No Matter Where They Are Working

Greater agent influence means better customer service.

Calabrio WFM's Self-Scheduling functionalities will help you build an environment where employees feel empowered, trusted and confident in their work, while saving your organization time and money by fully automating your key intraday and scheduling processes through a customizable rules-based approach.



Build your Own Schedule – Provide your employees with increased flexibility and greater control over their schedule

Calabrio's build your own schedule functionality gives your agents greater control over their schedule, while also considering your customer service demands. Agents can add work hours on a scheduled or unscheduled day, based on predefined shift patterns and coverage.



Move Lunches or Breaks – Self-service functionality to move scheduled activities automatically

Enable your frontline employees to independently move their lunches and breaks for the day itself or coming 7 days. Schedules are updated instantly once moves are made. Parameters set by management and automated staffing monitoring mean zero managerial intervention is required and there is no impact on customer service levels. Unleash the potential of your employees by removing stress & manual rigidity.



Shift & Vacation Bidding – Provide employees with a voice in their schedule

Calabrio shift & vacation bidding solutions provide employees with the ability to have a say in their preferred schedule and time off, while also providing the organization with scheduling tools that are aligned with the key business priorities and KPIs.



Overtime Manager – Adapt Faster with Employee Insight & Influence

Finding staff at short notice to meet resourcing requirements has never been easier. Your employees can enter their overtime availability via the MyTime portal/app, creating a supplementary resource pool for planners when needed. Frontline staff are also able to see via self-service sidebars when overtime is likely available. They can then request to work the relevant overtime period with approval being automatic or manual.



Shift Trader – Enable Employees to View and Trade Shifts with Minimal Supervision

Employees can trade shifts, or a portion of their shifts – with or without team leader/administrator intervention – while maintaining staffing-level requirements. Your employees can view, evaluate and trade available shifts via the shift trade board in their MyTime employee portal/app – in no time at all.



Vacation Planner – Book Absences from Any Device Automatically

Save time and money with Vacation Planner, freeing up valuable resources and eliminating paper-based vacation and time-off approvals. Your employees book absences autonomously via the MyTime portal/ app and receive manual or automated approvals, denials or waitlist notifications, based on predefined business rules.



Do you want to move your
break from 10:45 – 11:00
to 10:00 – 10:15

No

Yes

Lunch 12:30PM - 1:30PM

Chat 1:30PM - 4:15PM

Phone 4:15PM - 6:00PM

Educate

Increase Transparency And Communication Around The Metrics That Matter



Unlock the Power of Your Data with Insights

Insights, our AI-fueled business intelligence tools take self-service reporting to a new level. WFM users have access to up-to-date data that was previously difficult to obtain and combine. Quickly build and automate custom reports, easily analyze different data sets, create ad-hoc reports and more.



Pre-built Dashboards - Quick Insights at Your Fingertips

Pre-built, interactive dashboards focused on the contact center deliver immediate feedback and boost engagement by giving every user at-a-glance visibility of reports and KPIs that matter most—and providing a launch point to dive into data and act upon trends.



Gamification – Promote Agent Performance and Development

Educate and motivate employees with badges and scorecards and reward top-performers based on metrics important to your business.



Manage

Intelligently Monitor And Manage Teams And Processes In The Evolved World Of Work



Meetings – Plan, Schedule and Manage Meetings for your Workforce

Plan, schedule and manage training/meeting sessions with advanced automation. Meetings allows users to quickly select and schedule individuals and groups for training and meetings – no matter where they are located.



Real-Time Adherence (RTA) – Detect and Correct Problems Immediately

Monitor employee status with customizable overviews – in real time. The RTA information, visible alongside schedules and employee state data, makes tracking adherence and adjusting schedules effortless, to maintain service-level targets throughout the day. Users can view historical adherence to spot behavioral patterns, as well as approve out-of-adherence.



Schedules - Manage Your Team and Adapt Schedules from Anywhere

Enable a variety of team organizers to efficiently group, track and adapt schedules, as well as monitor employee status. Through the “schedules” module, users can bulk edit shifts, activities and absences in just a few clicks.



Agent Schedule Messenger (ASM) - Keep Track of and Improve Adherence

Pop-up reminders and the messenger interface (for rapid, efficient communication between customer reps and team leaders) help employees not only keep track of their scheduled activities throughout the day but also drive service-level targets through improved schedule adherence.



CalendarLink – Share Schedules; Access Them from Anywhere

Employees can view the latest schedule changes on preferred mobile devices and from third-party calendar services (e.g. iCal, MS Outlook) – anywhere, anytime. This not only eliminates tedious, manual notification processes but also increases schedule adherence.



SMSlink – Schedule Changes on The Go, In Real Time

Automated notifications of schedule changes, sent to employees via SMS, eliminates labor-intensive.



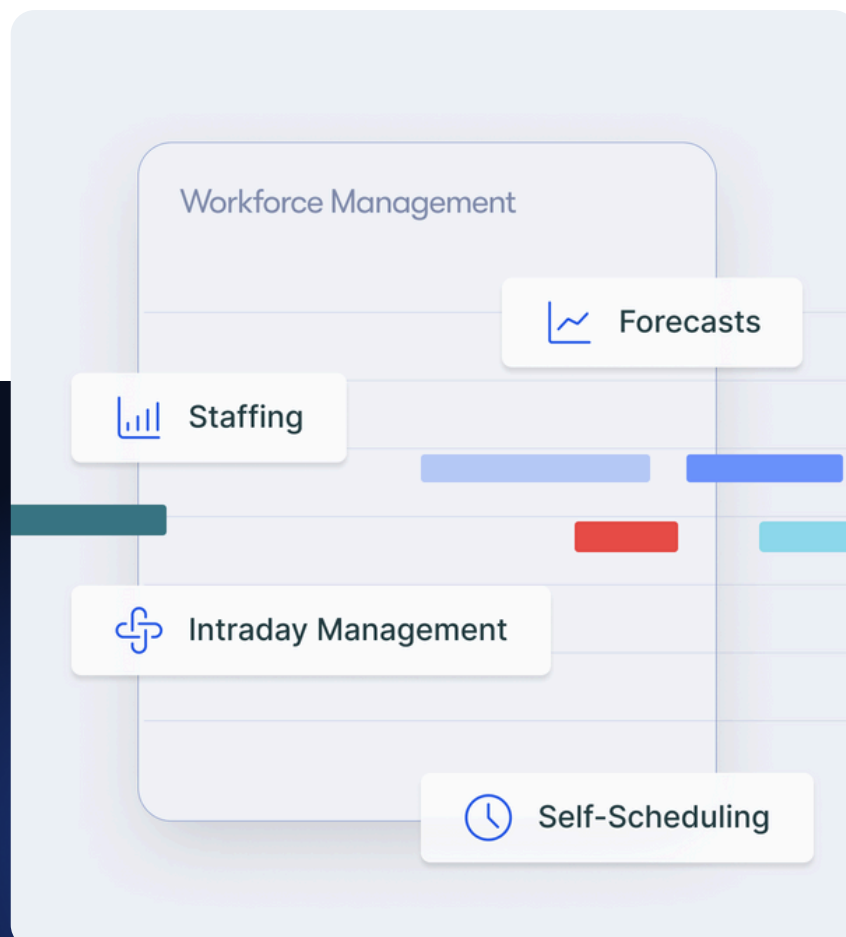
Payroll Integration – Manage and Automate your Payroll Process

Automating your payroll process may potentially eliminate costly payroll errors and save administrative time. Payroll integrates with a wide range of payroll systems, transferring simple imports/exports of scheduled employee work hours and any deviations – absences, overtime or shifts allowances, and the like – to more complex exports that include advanced compensation calculations.



BPO Exchange – Close the Gap Between Resourcing Needs and Availability

Meeting variable service demands while optimizing costs often requires external resources to be used to meet service level requirements. BPO Exchange allows employee requirements to be exported and available resources to be imported during planning and staffing phases. This provides a view of the total staffing situation, both in-house and BPO resources combined, and how much each contributes.



Service And Support

Calabrio takes a customer-centric approach to providing global dedicated service and support, understanding your unique challenges and goals and delivering expertise to keep your contact center moving forward.

1

Focused Implementation Support

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

2

Ongoing Optimization

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

3

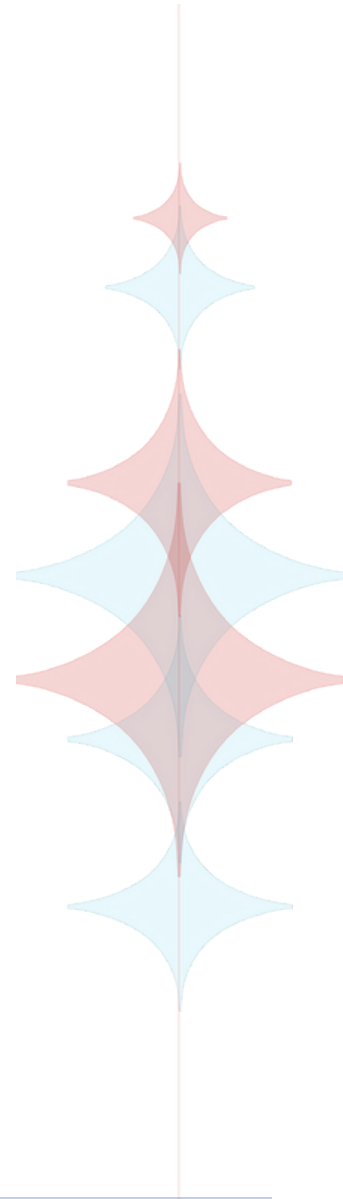
24x7 Expertise

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

4

On-Site and Online Training

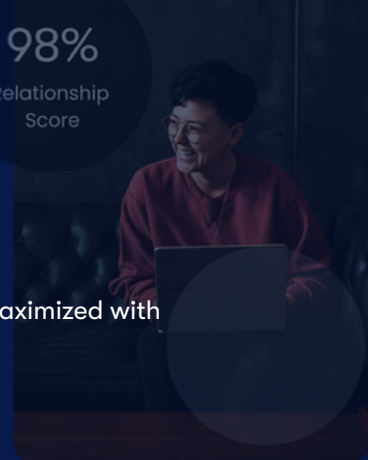
From go-live agent and supervisor training, to digital guides for new staff, we can help your team get the most out of Calabrio ONE.



Best-in-class Tools. One Integrated Suite

Calabrio ONE is a workforce performance suite with workforce optimization (WFO) at the core, maximized with enterprise- grade agent engagement and AI-fueled analytics tools.

98%
Relationship
Score



Interaction Recording

Hear the full voice of the customer.

Capture every call, email, text and tweet. Then transform that raw data into actionable customer intelligence with fully integrated analytics tools. Securely store all that customer intelligence in the cloud—and quickly find interactions to coach agents, prove adherence, or settle disputes.



BOT Analytics

Improve chatbot and voice bot performance

A sophisticated chatbot analytics platform providing deep insights into the performance of your customer service chatbots and voice bots. Monitor and enhance your bots to ensure they deliver automated resolutions and top-notch customer experiences.



Quality Management

Make the most of every interaction.

Grab every opportunity to improve performance. Score every interaction with predictive analytics. Unravel nuance with speech-to-text and sentiment analytics. Give managers and agents real-time visibility to performance— then inspire self-improvement with built-in gamification and personalized coaching.



Workforce Management

Power up your people.

The AI-powered tools you need to perfectly balance customer demand, employee satisfaction, and operational excellence. Forecast volume and schedule the right agents with the right skills at the right time. Give agents freedom and flexibility with self-scheduling. And put intelligent automation to work to streamline workflows and eliminate burdens.



Analytics

Put your data to work.

Calabrio ONE embeds cloud-powered, AI-fueled analytics tools across the entire suite. Use pre-built workflows that deliver actionable insights when they're most relevant: right within agent dashboards, performance coaching tools, and WFM planning. Easily build custom analytics applications that put your contact center—and your business—one step ahead of the market.



Suite-Wide Reporting

Calabrio ONE includes the most modern, easy to use business intelligence tools. Accelerate customer-centric reporting and move from insight to action, faster. Easily build and automate custom reports with AI-powered tools. Then share that intelligence across the business through intuitive visualizations.

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.



calabrio.com



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