



Calabrio Call Recording

Capture Every Voice. Make Every
Interaction Count.



Call Recording Designed For The Digital Business

The modern multi-channel contact center moves faster than ever. Customer interactions stream in at higher volumes. New risks and challenges pop up daily. Stakeholders expect reports, resolutions and results in real time. Calabrio Call Recording gives you the toolset to meet the accelerating pace of digital business — automating contact capture and simplifying contact searching and review.



CAPTURE EVERY INTERACTION, EVERY TIME.

Capture 100% of customer interactions — automatically, without fail.



MAXIMIZE AVAILABILITY—MINIMIZE DOWNTIME.

Anticipate issues and minimize downtime with intelligent system monitoring. Be there when your customers need you.



FIND INTERACTIONS—QUICKLY AND INTUITIVELY.

Sift through automatically tagged and organized interaction data with simple, sophisticated search tools.



SECURE YOUR DATA—PROTECT YOUR BUSINESS.

Ensure compliance and mitigate risk with leading-edge data security and adherence monitoring tools.



HARNESS THE VOICE OF THE CUSTOMER — SOLVE BUSINESS CHALLENGES.

Connect interaction data with advanced analytics tools. Uncover powerful insights. Inform customer-centric business strategies.

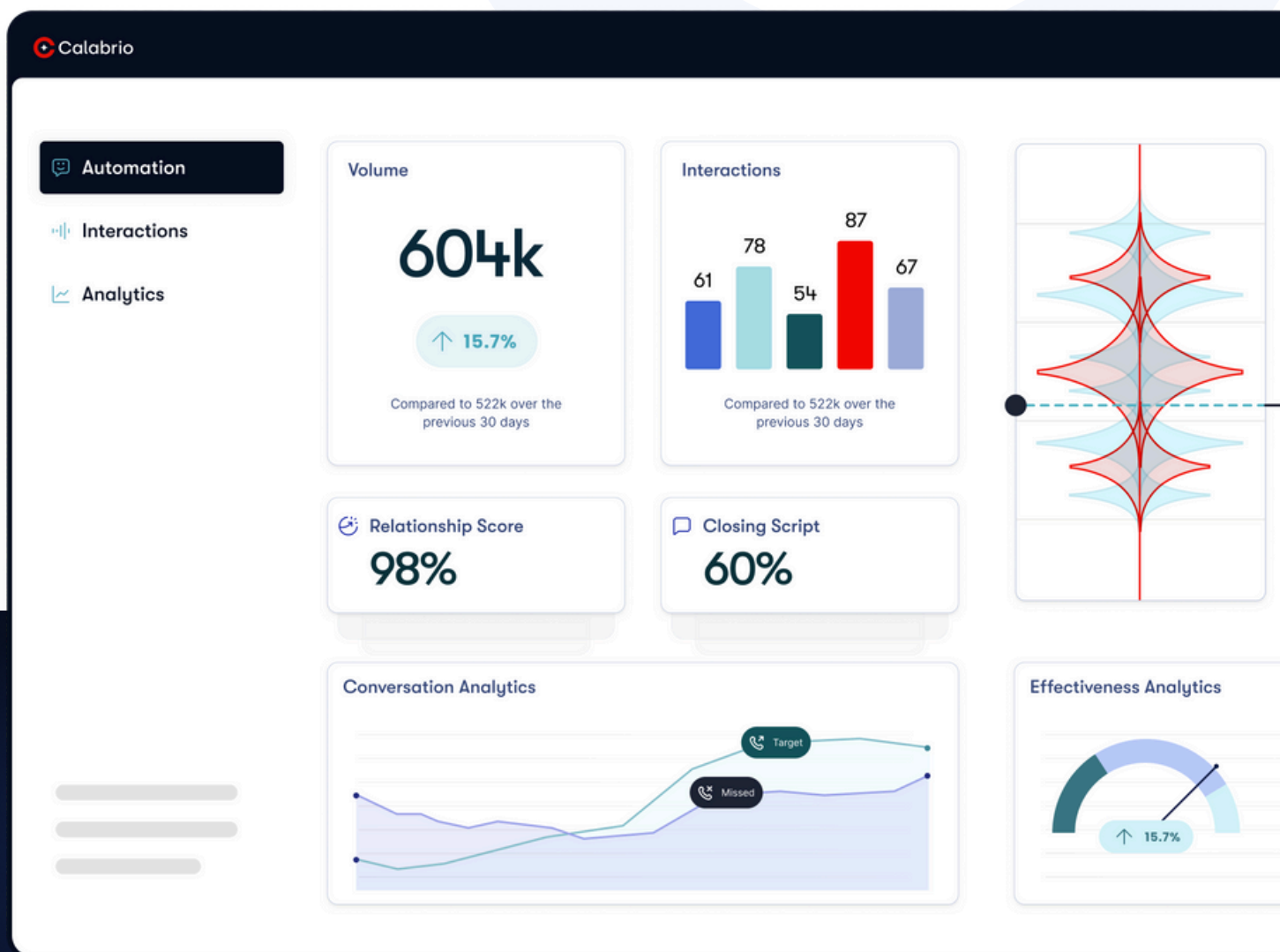
Driving Results

Improve Contact Center Performance

Improve service levels to enhance customer satisfaction while boosting efficiency to trim operational costs — all while ensuring compliance and mitigating risk.

Deliver Value Across The Business

Capture and unlock voice-of-the- customer insights that align your business with your customers' expectations and needs. Build loyalty, accelerate sales and drive revenue.



Omnichannel Capture

Capture interactions calls reliably.
Find them effortlessly.

Automated Organization

Interactions intelligently sorted and stored based on business rules.

Flexible Recording for Compliance

Requirements Supports PCI compliance efforts, including flexible API for automated pause and resume of audio and screen recording.

Monitoring and Notification Alerts (MANA)

Automatic notifications when system errors arise that may prevent Interactions from being recorded.

Interaction Exporting

Export Interactions in common media formats for third- party access.

Speech Energy Bar

Energy analytics show talk over and silence events as well as speech analytics hits and desktop analytics activity to speed Interaction evaluation.



 **MAKE EVERY INTERACTION COUNT.**

Search and Review

Capture interactions reliably. Find them effortlessly.

Advanced Query Options

Search based on employee, agent, date, time, phone number and other user-defined fields.

Metadata Tagging

Customizable metadata tags make for efficient, automated searching.

CRM Hyperlinking

Hyperlink recordings to CRM records for greater integration and quick retrieval.

 **PROTECT YOUR DATA—AND YOUR BUSINESS.**

Secure Storage And Playback

Record calls reliably. Find them effortlessly.

End-to-End Encryption

Customer data—including recordings— captured by Calabrio ONE is encrypted at the source, in transit and at rest, at no additional cost. Calabrio documents and reviews its encryption methodology on an ongoing basis.

Restricted Access

Access to recordings can be restricted based on specific users or role-based permissions.

Data Compression

Recordings are compressed using voice- specific algorithms before they're sent to the designated storage device to minimize storage usage.

Seamless Integration — Painless Implementation

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



BEST-IN-CLASS INTEGRATIONS

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



ACCELERATE TIME TO VALUE

Roll out quickly, update instantly, seamlessly scale, leverage near limitless storage, and know your data is secure with our true-cloud platform.



LOWER TOTAL COST OF OWNERSHIP

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



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.

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.

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

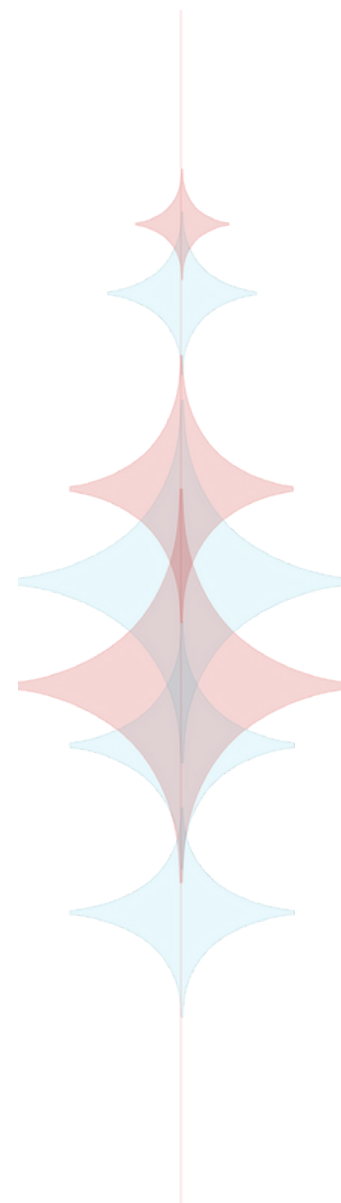
24x7 Expertise

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, to resources for continuing employee development, we empower your people to be their best.



Build A Modern Contact Center — Transform Your Business

98%
Relationship
Score

Calabrio Call Recording 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 Calabrio Data Management. 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 multitenanted cloud WFO solution on the market.



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.

For a demo of Calabrio Call Recording and to learn more about how Calabrio ONE is revolutionizing the way organizations engage their customers, visit calabrio.com.

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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