



CALABRIO ANALYTICS

Unlock customer-centric intelligence. Drive the business forward.



**THE AVERAGE
ORGANIZATION
ANALYZES JUST 2%
OF ALL CUSTOMER
INTERACTIONS.**

HARNESS THE VOICE OF THE CUSTOMER

Every organization aims to be customer-centric. It's time to walk the talk. Calabrio Analytics empowers you to unlock the goldmine of customer insights pouring into your contact center. Convert raw customer feedback into highly usable data—and see issues as they emerge. Watch trends take shape. Anticipate your customers' wants and needs. Transform your multi-channel contact center into a hub of customer intelligence—and use that intelligence to build customer-centric strategies that solve challenges and add business value across the entire organization.

TRANSFORM YOUR CONTACT CENTER

Insights to fuel agent engagement and outstanding customer experiences

Improve the metrics that matter most.

Evaluate every interaction. Analyze every workflow. Boost performance metrics while driving smart efficiencies.

Deliver next-level customer experiences. Recognize customers anywhere in the omni-channel journey. Surprise them with predictive service.

Enhance agent engagement and drive constant improvement.

Give agents the immediate feedback they crave. Set smart benchmarks and inspire healthy competition.

Simplify compliance and risk mitigation.

Automatically monitor script adherence to identify issues before fines or litigation.



TRANSFORM YOUR BUSINESS

Customer-centric intelligence that drives business forward

Hone marketing strategy.

Build customer profiles and refine messaging and targeting. Hear what's working—directly from your customers.

Accelerate sales.

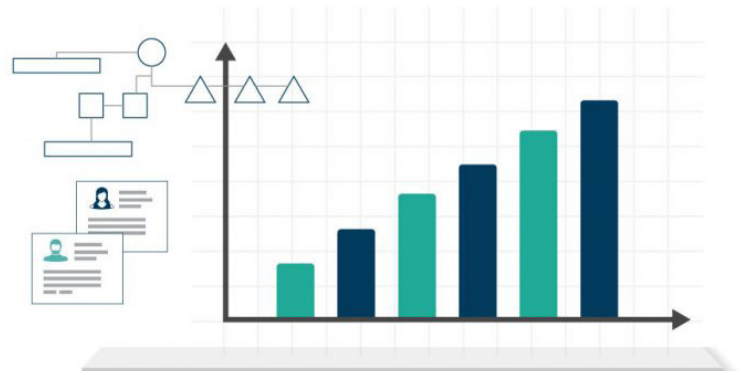
Identify up-sell and cross-sell opportunities. Turn agents into powerful sales assets.

Build customer-centric business strategies.

Create competitive strategies, refine product offerings and make investments that directly align with what your customers want.

Empower agile business.

Anticipate evolving customer demands. Capture new opportunities. Outsmart the competition.



The Tools to Unlock Customer-Centric Business Intelligence

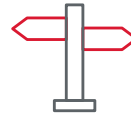
CAPTURE AND TRANSFORM

Turn raw interactions into usable data.



One Suite—Comprehensive Tools

Speech/voice analytics, desktop and text analytics in a single, unified offering.



Capture the Customer Journey

Seamless integration with your communications and CRM systems enables omnichannel customer experiences.



See Agent/Desktop Activity

Connect agent activity to results. Gain visibility into what your agents are doing during and after customer interactions.



Speech-to-Text Engine

Speech transcription creates a written record and detailed analysis of every phone conversation. Take control over your transcription with filters that allow you to transcribe only the calls most important to your organization.



Best-in-Class Phonetics Engine

Enhanced voice analytics transforms call audio into a sequence of sounds to enable more accurate searching of key words and phrases—intelligently recognizing acronyms, product names, slang and dialects.



Language Support

Expanded language packs help you understand customers regardless of linguistics.

The Tools to Unlock Customer-Centric Business Intelligence

ANALYZE

Reveal predictive and prescriptive insights—no data science degree needed.



Text Analytics

Extract insights from emails, chats, social media, surveys and other text-based customer interactions.



Sentiment Analysis

Automated delivery of sentiment scores for every voice-transcribed interaction. Customizable reports and dashboards with drilldown analysis provide customer satisfaction information with unrivaled accuracy rates.



Out-of-the-Box Tools

Gain instant insights and drive immediate value with pre-configured tools—like Sentiment Analysis, Predictive Net Promoter Score (NPS), Predictive Evaluations and Agent Benchmarking.



Advanced Search Capabilities

Negative searching, Boolean searching and other advanced tools quickly find the most relevant interactions and lend greater context to your conversations.



Analytics Innovation with AI

Calabrio continues to pioneer new analytics tools powered by Artificial Intelligence (AI) and Machine Learning (ML) engines. These innovations speed time-to-value for customers.

The Tools to Unlock Customer-Centric Business Intelligence

VISUALIZE

See the story your VoC data tells in terms anyone can understand.



Intuitive Interface

Widget-based dashboards reveal big-picture trends and make it easy to drill down and take a closer look at activities, patterns and areas of focus.



Dynamic Reporting Options

Rich data visualizations like phrase-clouds and interactive charts show a holistic view of the customer journey.



Advanced Customization

Capabilities Create dedicated dashboards for business problems like customer retention, brand awareness, up-sell and cross-sell opportunities, or script adherence and compliance.

MAKING ANALYTICS PRACTICAL AND COST-EFFECTIVE FOR EVERY CONTACT CENTER

Contact center analytics doesn't have to be expensive. It shouldn't be difficult to deploy. And it shouldn't take a degree in data science to use.

Calabrio Analytics delivers the simple usability and cost-effective deployment that make it practical for contact centers of all sizes in every industry.

BEST-IN-CLASS

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

LOWER TOTAL COST OF OWNERSHIP

Flexible architecture, storage and pricing options enable your 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 analytics 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 Analytics is the cornerstone solution 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 Analytics and to learn more about how Calabrio ONE is revolutionizing the way organizations engage their customers, visit businesssystemsuk.com.



At Business Systems we specialise in providing mission critical Enterprise Communication Solutions to enable digital transformations for trading floors, contact centres and public sector customers.

Focused on three core offerings, Business Systems provide Monitoring & Compliance and Workforce Engagement Management solutions along with the underlying Cloud Communications software and infrastructure needed to deliver them.

We have built an impressive reputation for solving complex communication challenges and count Royal London, Leeds Building Society, Gwent Police, So Energy and Equiniti among our customers.

Today we rank as one of the most experienced systems integrator and service provider with expertise spanning systems design, project management, implementation, and ongoing service delivery.

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