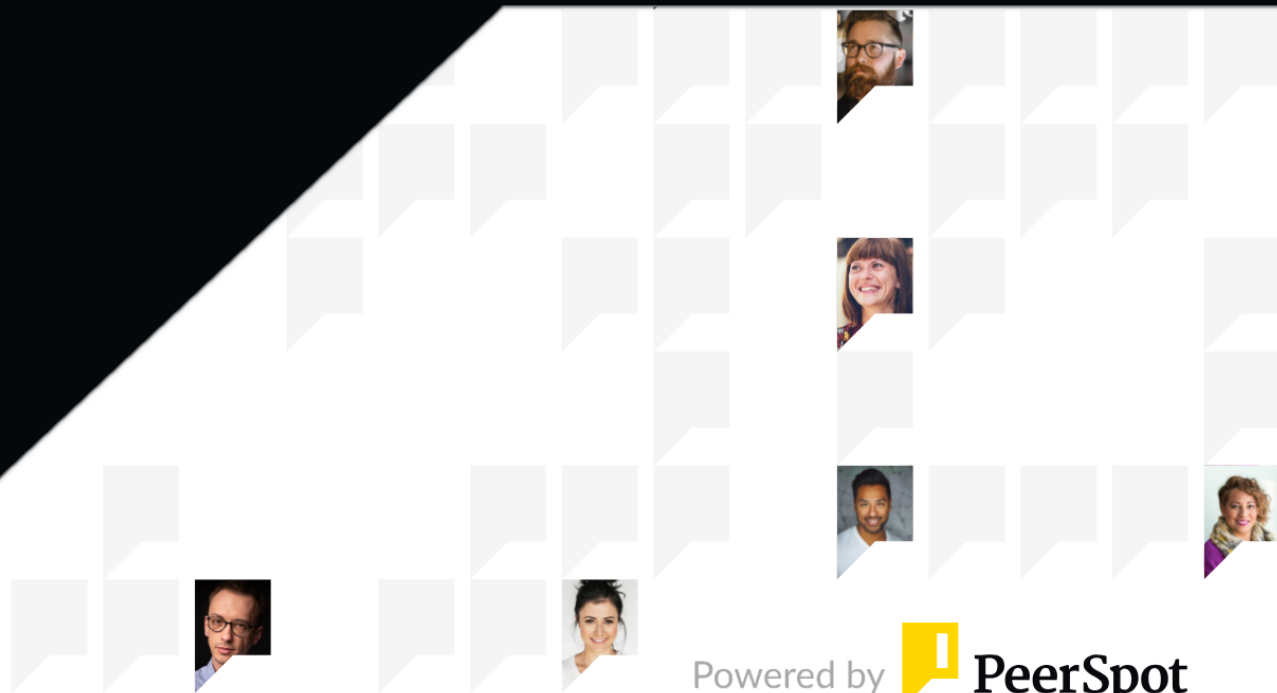




Calabrio ONE

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

Contents

Product Recap..... 3 - 4

Valuable Features..... 5 - 12

Other Solutions Considered..... 13 - 14

ROI..... 15 - 16

Use Case..... 17 - 21

Setup..... 22 - 24

Customer Service and Support..... 25 - 27

Other Advice..... 28 - 33

Trends..... 34 - 35

About PeerSpot..... 36 - 37

Product Recap



Calabrio ONE

Calabrio ONE Recap

Calabrio ONE is a comprehensive suite designed for customer experience management, offering workforce optimization, analytics, and performance management features to streamline contact center operations.

Calabrio ONE delivers tools to enhance staff productivity and elevate customer interactions. With analytics-driven insights and workforce management capabilities, it empowers organizations with data-led decision-making for operational efficiency, ensuring streamlined communications and superior performance metrics across all contact points.

What features define Calabrio ONE?

- **Workforce Management:** Optimizes scheduling, forecasting, and staffing to enhance customer service efficiency.
- **Quality Management:** Provides tools for call recording and performance evaluation to guarantee service consistency.
- **Analytics:** Delivers deep data insights to improve operational strategies and customer satisfaction.
- **Performance Management:** Offers dashboards and reports to track and improve individual and team KPIs.

What are the benefits of using Calabrio ONE?

- **Increased Efficiency:** Streamlines workflows to reduce operational costs and time.
- **Enhanced Customer Satisfaction:** Improves service quality and response times.
- **Data-Driven Decisions:** Empowers managers with insights to make informed policy changes.
- **Scalability:** Supports growth and adaptability in dynamic environments.

Calabrio ONE finds application in industries like finance, healthcare, and retail for improving customer service operations. It integrates seamlessly within industry-specific workflows to deliver scalable, tailored experiences that drive business goals effectively and ensure a competitive edge through enhanced service delivery.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“Calabrio ONE has increased agent satisfaction to a great extent.”



Jaleelakadheer Mohideen

Operation Planning Associate at a financial services firm with 5,001-10,000 employees



“After using Calabrio ONE, I noticed measurable outcomes such as improved schedule adherence, reduced overtime costs, and reduced understaffing and overstaffing because the forecasts were more accurate.”



Swapnil Jaiswal

Sr. Solution Architect at a outsourcing company with 501-1,000 employees



“Calabrio ONE positively impacts our organization by making adherence increase, even though scheduling takes the same amount of time.”



Yohan Gonzales Torres

WFM Analyst at Teleperformance



“I find Calabrio ONE much more efficient than the system we were using before, which I cannot even remember the name of because it was that ineffective.”



Mohammed Simjee

Sales, Retention, And Customer Service Agent at a insurance company with 1-10 employees



“Calabrio ONE is a great platform, and it definitely has been one of the best platforms I have used since I have worked with different workforce management systems.”



Jose Guell

Senior RTA at Movate



“The reliability of Calabrio ONE for recording has positively impacted our organization, as we are using it for multiple partners.”



Adarsh Tiwary

Senior Technical Lead at a comms service provider with 10,001+ employees



“Calabrio ONE is a great tool to use with multiple features that allow me to add schedules very easily and onboard users in bulk.”



Verified user

Assistant Manager at a tech vendor with 10,001+ employees

What users had to say about valuable features:

“I use scheduling the most in Calabrio ONE.

Calabrio ONE is a great tool to use with multiple features that allow me to add schedules very easily and onboard users in bulk. The main feature I really appreciate about Calabrio ONE is the ability to perform bulk operations rather than single operations. For example, if I need to onboard 100 agents, I can onboard all 100 agents at once rather than adding them one by one.

Calabrio ONE positively impacts my organization and makes things better. It is very easy to use, and anyone can operate it because it is very simple..”

Verified user

Assistant Manager at a tech vendor with 10,001+ employees

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“The best features Calabrio ONE offers are the ability to provide Shift Bags and the capability to approve PTOs automatically, or if there is a requirement for an agent on our team to look into it, the request would go into pending or waitlisted status, and then we can verify if we can approve another day off. That is one of the best features in Calabrio ONE.

Calabrio ONE has positively impacted my organization. Before, we used Variant, which is a different application compared to Calabrio ONE. Both applications have their strengths, but with Calabrio ONE, I am mostly able to see when an agent is out of adherence, and I can quickly notify them if they have put in the wrong aux, exceeded a break, or if they are stuck on a long call and need their breaks rescheduled. That is something I can easily view on Calabrio ONE.

Calabrio ONE has increased agent satisfaction to a great extent. When anything goes wrong and agents mistakenly end up putting in a wrong aux, it impacts their schedules and their adherence. When we notify them, they are extremely grateful, and their adherence stays up to date..”

Jaleelakadheer Mohideen

Operation Planning Associate at a financial services firm with 5,001-10,000 employees

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“A best feature of Calabrio ONE is real-time monitoring, which allows you to monitor yourself or, if you are a team leader or a workforce management analyst, it gives real-time data, which is very important in a BPO as everything moves fast and can change at the drop of a hat. You can monitor who is late from breaks or always late for work easily through the dashboard, helping you identify which agent needs coaching. With the use of AI, monitoring and keeping track has become much easier, minimizing losses in the company or the campaign significantly.

“Calabrio ONE's dashboard is very user-friendly. I mostly self-taught myself as an agent to navigate Calabrio ONE, finding all my statistics besides my schedule for when to be at work and take breaks. With no prior experience, I managed to teach myself in a couple of months, improving as an agent. The AI tools are mostly automated, connected directly with our dialing system, CCAIP, and they work well together, greatly improving the workflow process.

“Calabrio ONE has positively impacted my organization greatly. While I cannot provide specific percentage details, it has improved adherence in our campaign and enhanced our ability to identify agents who are not adhering, allowing team leaders to coach those agents. Time management is easier for management to monitor, as they can see exactly what time an agent signed in, signed out, and took breaks through Calabrio ONE. This allows for implementing necessary actions like coaching for repeated offenders, significantly improving agent performance, where agents are empowered to take ownership of their statistics and adherence..”

Mohammed Simjee

Sales, Retention, And Customer Service Agent at a insurance company with 1-10 employees

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“The best features Calabrio ONE offers, in my experience, stand out as solving real operational challenges from an operational perspective. Everyone, including the supervisor and other stakeholders, focuses on the operational challenges. Calabrio is evolving not just in forecasting but in forecasting versus actual demand and helping the supervisor make adjustments. I really appreciate the workforce forecasting because Calabrio forecasting uses historical trends to predict the staffing requirement and allows organizations to proactively plan resources instead of just reacting to unexpected call spikes. However, it is far more than just managing unexpected call spikes. I appreciate the self-service features, giving an agent the ability to request leave, swap shifts, and volunteer for overtime, which reduces the supervisor workload and improves the employee experience.

“Calabrio ONE has positively impacted my organization by making administrative tasks and forecasting easier. Obviously, the administrative tasks and forecasting things have become easier. This is what overall we integrated Calabrio for and this is what the main functionality we use. It was very quick and easily integrated, not just from the agent perspective and delivery perspective, but also from the integration perspective. Those things were pretty much easier compared to other vendors.

“After using Calabrio ONE, I noticed measurable outcomes such as improved schedule adherence, reduced overtime costs, and reduced understaffing and overstaffing because the forecasts were more accurate. More importantly, agent satisfaction improved. With my experience, I can confirm that due to the self-service option with swap and leave request functionality, it really gave a very positive impact..”

Swapnil Jaiswal

[Read full review](#) 

Sr. Solution Architect at a outsourcing company with 501-1,000 employees

“The best features Calabrio ONE offers include one feature that is very useful for adjusting schedules and monitoring adherence during the day, as it has shortcuts for entering plain schedules or correcting adherence with keyboard shortcuts rather than using the mouse. This aspect is important for monitoring in real-time, especially since we have many tasks to manage. That is something I appreciate the most.

“I find the reporting part of Calabrio ONE very useful based on how we schedule for the real-time aspect. It provides visibility on how many agents we have allocated, which helps us understand our daily allocation better. Although it has been a while since I used the reporting feature, it was very user-friendly compared to counterparts such as Genesys or Verint, which had issues with person names in their reports, whereas Calabrio ONE's reports are easy and simple to navigate.

“Calabrio ONE positively impacts our organization by making adherence increase, even though scheduling takes the same amount of time. This is not just about Calabrio ONE; we do have a real-time team that fully utilizes its capabilities in their duties. It is a partnership between the team's performance and the tool's usefulness. Since we are pushing agents to adhere to the actual schedule, it has been helpful for generating reports and real-time alerts.

“Our current adherence is at 90%, while our goal was to reach 95%, which is very challenging. Since we have been using Calabrio ONE from the beginning, we are getting closer to that percentage. However, it is not solely the effectiveness of Calabrio ONE tools; it is a teamwork effort between the analysts and the tool itself as we track how many agents we have in specific spots..”

Yohan Gonzales Torres

WFM Analyst at Teleperformance

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“Some of the best features Calabrio ONE offers would definitely be the AI-driven forecasting and automated scheduling, as well as the real-time adherence and intraday management, because as a supervisor, you can get a clean visual dashboard that can flag exactly who is on a call, who is on break, and who is out of adherence the second it happens. The MyTime mobile app is definitely a game-changer for team morale. It empowers agents to view their schedules, bid on overtime, and swap shifts with their coworkers seamlessly, right from their phones without needing to reach out to their manager to manually approve every single move.

“A specific example of how AI-driven forecasting has impacted my team is that our contact center team was constantly operating in a firefighting mode. The WFM team was drowning in manual spreadsheets, spending over twenty hours a week just trying to fix shift coverages, and the agents felt micromanaged because of the rigid scheduling. The AI forecasting has completely removed the guesswork. We went from spending days building weekly schedules to generating optimized shifts in less than an hour. That massive time-save freed up our team leaders to actually focus on what matters: real, data-driven coaching instead of just having to continue with data entry. Our biggest impact was definitely the agent morale by giving the agents autonomy over their own time through the mobile app.

“A specific outcome that illustrates how Calabrio ONE has positively impacted our organization would be that we were struggling with the massive administrative drag of managing a global workforce, and after implementing Calabrio ONE, we managed to lower our manually scheduled shifts by forty percent. Not only did that free up our management team some time, but it also drove a fifteen percent increase in schedule adherence and ultimately resulted in about a three percent boost in their overall customer satisfaction scores as well. The fifteen percent increase in schedule adherence was tracked through Calabrio ONE. It was seamless. We were able to give them intelligent, automatic scheduling and real-time call routing so the agents could perfectly align with incoming call volumes..”

Jose Guell

Senior RTA at Movate

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Other Solutions Considered

“I am sure they evaluated other options before choosing Calabrio ONE, but I was not part of that decision-making process and do not have access to that information..”

Mohammed Simjee

Sales, Retention, And Customer Service Agent at a insurance company with 1-10 employees

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“The business area did not evaluate other options. Our IT/IS departments recommended using what was suggested by the vendor we used for our phone system upgrade/change.”

Gaye Stone

Customer Service Analyst/Scheduler at Tucson Electric Power

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“We did use a different solution before Calabrio ONE, but my experience with it was only for two or three months, and it was ineffective to the extent that I cannot even recall its name..”

Mohammed Simjee

Sales, Retention, And Customer Service Agent at a insurance company with 1-10 employees

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“We previously used a different solution. We switched because the contract was up. The solution we were using was outdated and we were not pleased with the customer service..”

Verified user

[Read full review](#) 

Adjunct Instructor, General Education at a university with 51-200 employees

“We were using Variant. I would say Variant had many more options. The reason for the switch was that Variant was not collaborating well with the AWS system we implemented. When we implemented AWS, we had to bring in Calabrio ONE to ensure that both systems were coordinated correctly..”

Jaleelakadheer Mohideen

[Read full review](#) 

Operation Planning Associate at a financial services firm with 5,001-10,000 employees

ROI

Real user quotes about their ROI:

“I have not seen specific outcomes or metrics from the organization because of the policies, but it is a fact that five years back, it helped specifically , one of my clients in beverage company..”

Adarsh Tiwary

Senior Technical Lead at a comms service provider with 10,001+ employees

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“I believe Calabrio ONE has saved money by helping maintain agent adherence, as non-adherence leads to losses for the company. Overall, it has improved adherence in the campaign, coaching agents to keep their stats in check, significantly enhancing productivity..”

Mohammed Simjee

Sales, Retention, And Customer Service Agent at a insurance company with 1-10 employees

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“I would not say I know how much money we have saved, but according to upper management reports, it does seem Calabrio ONE has been helping a lot. We do have fewer agents required to keep monitoring. The agents we do have on my team are just to ensure that the team leaders and the agents on phones are notified of any changes that impact their adherence. Apart from that, everything is done by Calabrio ONE, so I would say it is good in terms of money saving as well as needing fewer employees..”

Jaleelakadheer Mohideen

Operation Planning Associate at a financial services firm with 5,001-10,000 employees

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Use Case

“My main use case for Calabrio ONE is recording. I have been using Calabrio ONE for more than five years, in UKs one of the biggest beverage company and some other companies are my clients who have deployed recording as a solution..”

Adarsh Tiwary

Senior Technical Lead at a comms service provider with 10,001+ employees

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“My work on Calabrio ONE involves adding and updating schedules, as well as onboarding and offboarding agents.

When I need to onboard or add new agents to Calabrio ONE, I log into my Calabrio account and add the users in Calabrio ONE's remote desktop version. After adding users, I check their schedules and update them if necessary..”

Verified user

Assistant Manager at a tech vendor with 10,001+ employees

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“My main use case for Calabrio ONE is for scheduling. For scheduling, my honest take on how it holds up in daily operations is that you can manage complex contact centers with multiple tiers, split shifts, and varying agent preferences. I can use that to view agent ability to trade shifts or request time off through the mobile app. I use Calabrio ONE as well for real-time monitoring of my agents during the operation hours..”

Jose Guell

Senior RTA at Movate

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“Our main use case for Calabrio ONE is in scheduling and adherence, where we use it to track agent performance and adherence throughout the day. We also use it for scheduling and forecasting. The main use that we have on a daily basis is the adherence part, which involves checking correct adherence to schedules and comparing the current actual schedule with what agents are doing in the CRM.

“The adherence tracking helps my team by providing a current and actual view of how many agents we have in those intervals and whether they are adhering to the current schedule and performing the activities they are supposed to be based on their previous scheduling. For example, we are working on an account which is built by adherence and requires monitoring by interval.

“We have Calabrio ONE linked with our CRM, and that is mainly the use that we do in real-time because Calabrio ONE is predominantly used by our real-time team. That is the goal and how we are using it right now..”

Yohan Gonzales Torres

WFM Analyst at Teleperformance

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“As an agent, I use Calabrio ONE for monitoring my shifts, including when my schedule breaks and meal times are or when scheduled offline meetings, coachings, or one-to-ones occur.

“One of our main KPIs is adherence, and I use Calabrio ONE to monitor my overall adherence for the month, besides monitoring my breaks. Adherence takes into consideration what time I go on break, what time I get back, what time I start my shift, what time I end my shift, and if I was actually on shift. In order for me to qualify for my commission, that adherence needs to be above 95%. Daily and consistently, I use Calabrio ONE to monitor my previous day's adherence, checking what percentage I am on month to date, and then knowing where I need to adjust or improve on my timekeeping. I also use it to make sure that I am at work on the days when I am supposed to be at work. One of the other major things is my stats. Monitoring my hold and wrap, my actual handling time of calls gives me a broad and detailed breakdown of my statistics, which helps me as an agent to perform at my best and know when to change the way I am doing things if my stats are looking unfavorable.

“I find Calabrio ONE much more efficient than the system we were using before, which I cannot even remember the name of because it was that ineffective. It helps me to perform at my best and to know when I need to improve on what I am doing, giving me a detailed breakdown of my statistics. Calabrio ONE provides a broad breakdown of my statistics in a detailed format beyond monitoring breaks and meals..”

Mohammed Simjee

Sales, Retention, And Customer Service Agent at a insurance company with 1-10 employees

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“I use Calabrio ONE for small retail verticals from one of the projects like Mattel and other pieces as well for delivering the POC at the client side. I was working on almost three to four projects where I have been deeply involved with Calabrio integrations with Amazon Connect and C-CAST.

“My main use case for Calabrio ONE in those projects is basically for agent forecasting and scheduling. At that time, the native integration with Amazon Connect was not available, so we were considering other vendors as well, but we went with Calabrio because it was very impressive at that time. The AI insight was phenomenal in terms of reporting and analytics capabilities during what was shown, and it really provided value to the company. Overall, the performance and helping the supervisor with scheduling and forecasting was really good.

“Calabrio ONE helped with forecasting and scheduling by evolving in its capabilities over time. When we were moving with C-CAST and Amazon Connect integration, and when we compared with NICE and other vendors we were dealing with, we found Calabrio more sophisticated in terms of advanced forecasting and analyzing the E-S and historical interaction data. The focus on managing holidays as well as weekends and month-end spikes was very quick and intuitive, and very easy to use for generating forecasts for queuing skills and channels. Overall, it helped with the client regarding events like Black Friday when suddenly the spike happens. The historical data and forecasting were increasing in terms of estimating how many agents are required each hour. It was really helpful overall. The performance in terms of agent skill clarifications and time zone management was very helpful because the agents were in different time zones..”

Swapnil Jaiswal

[Read full review](#) 

Sr. Solution Architect at a outsourcing company with 501-1,000 employees

Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“I would advise others looking into using Calabrio ONE to try it and deploy it, as it does not cost a lot to have a lab set up initially compared to the peers..”

Adarsh Tiwary

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Senior Technical Lead at a comms service provider with 10,001+ employees

“The spreadsheets were unnecessarily complex and did not utilize enough data to back up the decisions being made nor did it follow industry standards for a service desk. .”

Verified user

[Read full review](#) 

Calabrio WFM and QM Administrator at a healthcare company with 10,001+ employees

“Straightforward, once deployed on our server access they the intranet with single sign on was easy. One of the many benefits is the easy to navigation GUI and Config..”

Verified user

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Lead Business and Forecast Analyst at a tech services company with 1,001-5,000 employees

“Simple and complex. We were setting up a failover site at the same time, so making sure everything was replicating between the two was somewhat tricky..”

Verified user

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Server System Administrator at a tech services company

“From discussions with colleagues the initial setup was straightforward in that appropriate training was received and the system is laid out very logically..”

Verified user

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Lead Resource Analyst at a tech services company with 1,001-5,000 employees

“The initial setup was straightforward. Although the implementation tech was forced to create all of the users individually as a bulk tool, which was not available at that time. Three years have passed since that time, and they may have worked this out. It did not affect us as the customer, however. .”

Verified user

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Telecommunications Engineer at a university with 1,001-5,000 employees

Customer Service and Support

“The customer support for Calabrio ONE is pretty good. They get back to us within 24 to 48 hours if we face any issues or if there are any new updates happening on that end. I am pretty satisfied..”

Jaleelakadheer Mohideen

Operation Planning Associate at a financial services firm with 5,001-10,000 employees

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“I have not interacted with Calabrio ONE support; our support comes locally or from our campaign in the UK. I am unaware of any direct communications with Calabrio ONE support..”

Mohammed Simjee

Sales, Retention, And Customer Service Agent at a insurance company with 1-10 employees

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Customer Service:

Calabrio's customer service has been awesome; they are willing to help to make it work and willing to help you with workarounds with the system limitations.

Technical Support:

Technical support is 9/10..”

Verified user

Workforce Management Coordinator at a wireless company with 1,001-5,000 employees

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Customer Service:

At first, they were great. Since my initial encounters, it is a hit and miss and really comes down to the agent or technician assigned to help you.

Technical Support:

Once again, it really is dependent on the technician assigned to your case. I have had technicians who were responsive and catered to my needs and I have had other technicians who didn't seem to understand the system as well as I did and/or I had to constantly check up on the status of my case. .”

Verified user

Calabrio WFM and QM Administrator at a healthcare company with 10,001+ employees

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Customer Service:

The customer service is always very good. The only point of improvement that I have shared with Calabrio management is we would appreciate their contact center being staffed 24/7 for after hours support. Right now, calls placed outside of normal hours go to an answer service for callback.

Technical Support:

It is very good. Their support engineers are always very knowledgeable and issues are resolved very quickly. .”

Verified user

Telecommunications Engineer at a university with 1,001-5,000 employees

[Read full review](#) 

Customer Service:

Calabrio takes care of their customers very well they really want to make sure you are extremely satisfied with your experience using the products. They are really quick to assist and answer any questions that you may have. 10 out of 10.

Technical Support:

As mentioned above, they are very helpful they want to make sure you are satisfied they will listen to your ideas will try and implement those updates on the upcoming version..”

Verified user

Workforce Management Specialist at a healthcare company with 10,001+ employees

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Other Advice

“My task has been to target the users in a very simple way using Calabrio ONE. It is just a simple tool that I can use, and it is much easier to improve my life skills as well.

I do not use Calabrio ONE's AI capabilities concerning governance and security. I do not use Calabrio ONE's AI capabilities regarding its accuracy and reliability of output.

I would rate this product a 10 out of 10..”

Verified user

Assistant Manager at a tech vendor with 10,001+ employees

[Read full review](#) 

“My advice to others looking into using Calabrio ONE is to be mindful about the platform, for it can become a little bit clunky as you make requests through the system. Regarding Calabrio ONE's AI capabilities, it seems to be a pretty secure platform. You definitely need the right clearance and access to use the platform and gather the reports that you need. So, I think it is a pretty secure platform. Calabrio ONE is a pretty accurate platform. It definitely works as we expect since cross-checking our personal reports with the AI data that it has been giving is really helpful. Calabrio ONE is a great platform. It definitely has been one of the best platforms I have used since I have worked with different workforce management systems. Calabrio ONE is definitely up there with efficiency and time management. I would rate my overall experience with Calabrio ONE as a nine out of ten..”

Jose Guell

Senior RTA at Movate

[Read full review](#) 

“My advice for others looking into using Calabrio ONE is to give it a chance. It has been very useful and has been around in the market for a long time; the company has also acquired Verint. Calabrio ONE offers many capabilities in the workforce tool and has been a strong competitor in the market. It has been successfully deployed at Netflix, a major company, which demonstrates its trustworthiness.

“Regarding Calabrio ONE's AI capabilities, my company has two-factor authentication, so I would say it is very secure. I do not have many details beyond that, but you can access it from virtually anywhere. In my position, I can use it on my cell phone, but it requires two-factor authentication, which makes it very secure.

“I appreciate the user interface of Calabrio ONE because it is simple, which is valued since analysts do not spend much time looking at alerts and agent appearances in the real-time view. It makes our work much easier. I would rate my overall experience with Calabrio ONE as an 8 out of 10..”

Yohan Gonzales Torres

WFM Analyst at Teleperformance

[Read full review](#) 

“I would recommend Calabrio ONE as it is a great addition to a business, particularly for detailed timekeeping and management, empowering agents to self-manage effectively.

“I find Calabrio ONE's governance and security really great, as agents are restricted to only certain tools and information, and there is no way to bypass those restrictions. I have tried to access information without going through my team leader, and I can say the security measures around the AI are substantial.

“I have not encountered any issues with the accuracy and reliability of Calabrio ONE's AI output. I believe it is a well-trained AI. When I did not get the desired results, it was typically due to our unstable internet connection.

“Calabrio ONE is a great tool with a solid product that developers should continue to improve and innovate to be utilized effectively in BPOs and beyond. I would rate this product an 8 out of 10..”

Mohammed Simjee

Sales, Retention, And Customer Service Agent at a insurance company with 1-10 employees

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“The self-service options, such as shift swaps or leave requests, have greatly impacted the day-to-day experience for agents and supervisors. There are multiple skills involved in managing scenarios, and this is what I really experienced when managing 100 plus agents. When we talk about large contact centers, it is not possible to manage manually, especially compared to previous engagements with JPMorgan Chase and others, where it is a very cumbersome method. In real scenarios, an agent can easily request to take a leave next Friday or swap an evening shift. The supervisor has to check the staffing level, verify the service level, and each request takes 5 to 10 minutes, and there are 20 to 30 requests per day. That is two to five hours spent on administrative work unnecessarily. Calabrio ONE fills that particular gap, and it is one of the best features I appreciate.

“My advice for others looking into using Calabrio ONE is that it is more as per the cost and other things, which is really helpful from that perspective. I would really recommend it in terms of workforce management, especially from the Amazon perspective since I am working with Amazon Connect. First, evaluate whether the native workforce management capability meets your needs. If you require more advanced workforce optimization, sophisticated scheduling, or support for multiple contact platforms, Calabrio ONE is definitely worth considering. I choose an eight as the rating because it delivers strong value, but more AI could be more richly injected in the form of generative AI where I want to see deeper generative AI capabilities rather than just staffing functionalities, such as actions to move three agents from queue A to queue B between 2:00 PM and 4:00 PM to maintain the target service level..”

Swapnil Jaiswal

Sr. Solution Architect at a outsourcing company with 501-1,000 employees

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“I want to add that I am not a scheduler; I am an RTA, so my day-to-day use of Calabrio ONE is quite different. I check it to see if anybody is out of adherence, changing day-to-day schedules, moving breaks and lunches, adding any additional meetings and check-ins, and clearing times, as well as requesting any late arrivals or addressing technical issues that agents are facing through the activity responding part in Calabrio ONE, where I would either approve or deny a request after ensuring that it is relevant to what the agent has reported previously. Additionally, what I do with Calabrio ONE is view previous day adherence, previous month adherence, and we go back to correct their adherence where I have the option to approve as adherence, which I do not think many people have the authority to use, but I do. I would go ahead and approve adherence for any out-of-adherence cases, such as if the agent faced a technical issue but was showing as logged out for the day. That is what I use Calabrio ONE for mostly.

With reference to the Shift Bag feature, I would say it is more based on the number

of agents we have. We work from 7:00 a.m. to 7:00 p.m., where we allot four shifts. Every agent works a nine-hour shift in India and an eight and a half-hour shift in the USA, and we try to allocate the majority of the people for the 7:00 a.m. shift, but of course, the 10:15 to 7:15 shift is also important on our end. We try to use forecasting to ensure that the Shift Bags are appropriately set so we have coverage throughout the 7:00 to 7:00 p.m., 12-hour window.

Calabrio ONE has positively impacted my organization. Before, we used Variant, which is a different application compared to Calabrio ONE. Both applications have their strengths, but with Calabrio ONE, I am mostly able to see when an agent is out of adherence, and I can quickly notify them if they have put in the wrong aux, exceeded a break, or if they are stuck on a long call and need their breaks rescheduled. That is something I can easily view on Calabrio ONE.

Calabrio ONE has increased agent satisfaction to a great extent. When anything goes wrong and agents mistakenly end up putting in a wrong aux, it impacts their schedules and their adherence. When we notify them, they are extremely grateful, and their adherence stays up to date. In terms of improvements for Calabrio ONE, since I do not work with forecasting, I think we could collaborate AWS with Calabrio ONE to get live data fed into Calabrio ONE, which would be even greater for forecasting.

We pull the majority of our reports through Calabrio ONE, and something I have noticed is that for the intraday report, if we want to pull data at 12:30, we have to wait until 12:45. It is a 15-minute refresher window, which is lagging behind. This delay is the same for any report being pulled. I do not have a grand overview of forecasting, but it generally takes a long time, and my agents have not been able to collaborate AWS with Calabrio ONE in the forecasting aspect. Apart from that, everything else is working great on Calabrio ONE. I would love it if it was more real-time and if I could download the data almost immediately without waiting for that 15-minute buffer.

Calabrio ONE is pretty versatile in terms of growth and changes required. It can analyze how many agents are needed in each interval of the day and ensures to let us know if we need more agents indirectly through all its reports. I would say it is

very versatile and also very necessary for our team to grow within the organization.

I would advise that Calabrio ONE is a good tool to use. If you could get any one of the IT techies to look into how to ensure that AWS is being well maintained with Calabrio ONE, that would be great. I rate this product a seven out of ten..”

Jaleelakadheer Mohideen

Operation Planning Associate at a financial services firm with 5,001-10,000 employees

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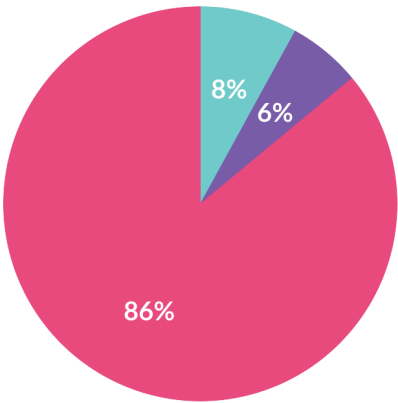
Top Industries

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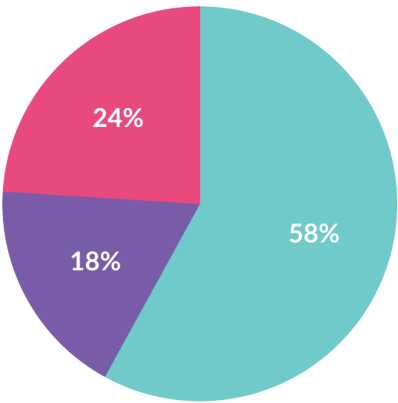


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsized Enterprise Small Business

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