



Calabrio Workforce Management for 8x8 Contact Center

Empower your contact center with intelligent automation, reporting, and tools for seamless customer and workforce experiences

Agility for the Modern Contact Center

Through employee empowerment tools, intelligent automation, reporting, and global support, Calabrio's Workforce Management for 8x8 Contact Center addresses the acute needs organizations face in today's challenging environment while helping navigate the evolving world of work.

Calabrio supports the delivery of seamless experiences for customers, agents, and contact center managers, no matter where agents are working—remotely, on-location, or in a hybrid mix.

Empower Your Workforce With Autonomy and Flexibility

Give employees increased flexibility and greater control over their schedules, creating an environment where they feel empowered, trusted and confident in their work. Meanwhile, your organization benefits from time and cost savings by fully automating key intraday and scheduling processes through a customizable rules-based approach.

Increase Transparency Around the Metrics That Matter

Unlock the power of data insights through AI-powered business intelligence tools to quickly build and automate custom reports. Pre-built, interactive dashboards deliver immediate feedback and boost engagement by giving every user at-a-glance visibility of reports and KPIs that directly impact performance and outcomes.

Key benefits

- **Create smarter schedules:** With precise forecasts in place, skilled agents are placed when and where they're needed.
- **Accelerate Admin Workflows:** Free up manager time with automation and offload admin tasks. Simplify approval workflows using advanced, rules-based logic, giving managers more time to focus on agent coaching and engagement.
- **Build effective staffing models:** Anticipate and adapt to call volume in real-time. Automatically harness historical data to ensure readiness for spikes and lulls. Respond to dynamic surges or ebbs with intraday scheduling tools to maintain optimal service levels and prevent overstaffing.
- **Engage and retain agents:** Empower agents with self-service scheduling simplicity and enable them to take control of their work-life balance.

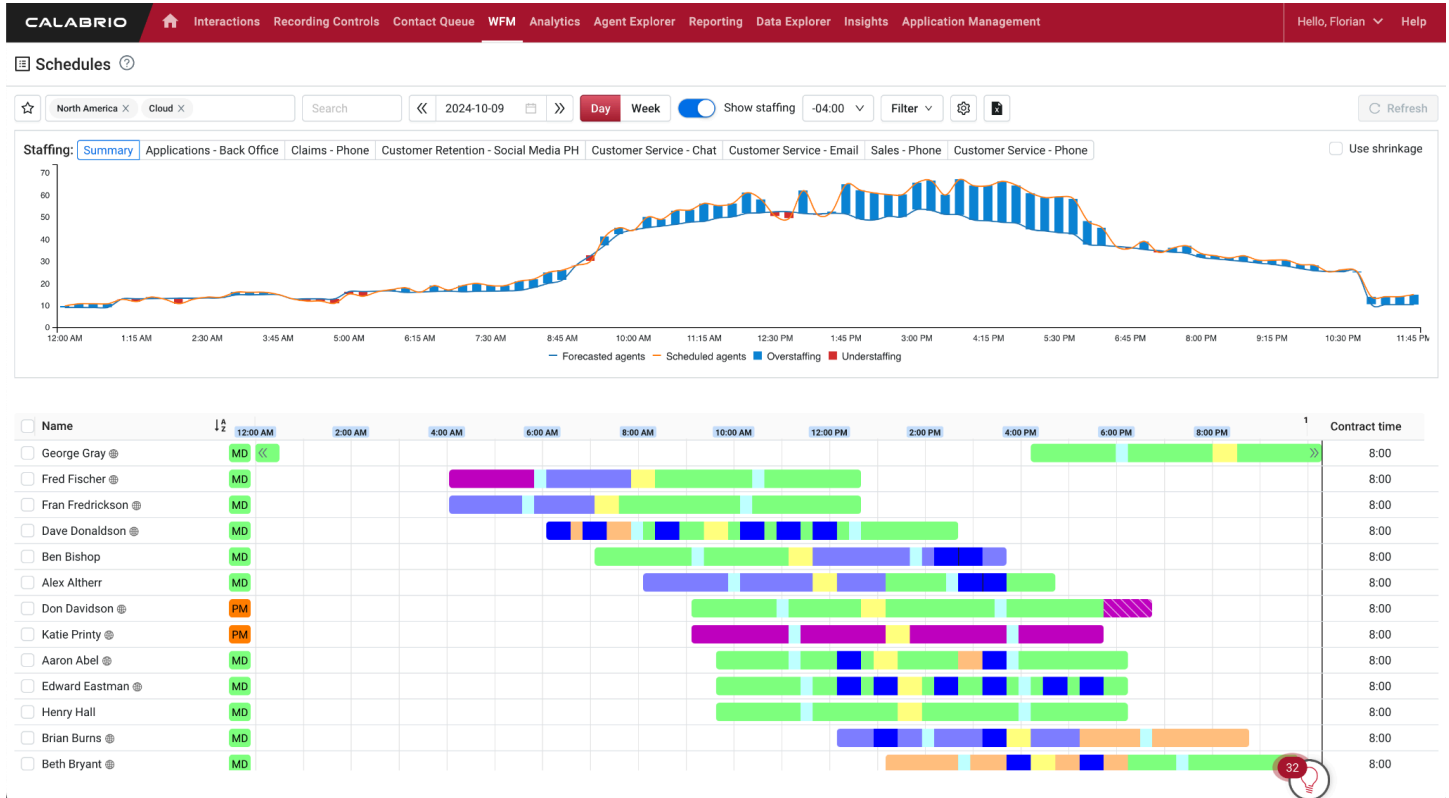
Features

- Automated Forecasting
- Schedule Optimization
- Real-Time Adherence



Strategically Manage Teams and Processes

Streamline workforce management with a suite of advanced tools designed to enhance efficiency and adaptability. Automate meeting scheduling, real-time adherence tracking, and team scheduling, allowing seamless coordination and adjustments to maintain service-level targets. Features like pop-up reminders and real-time schedule updates help boost communication and adherence across teams.



Ready to see what Calabrio and 8x8 can do for your organization? [Learn more at 8x8.com/ecosystem/calabrio](https://8x8.com/ecosystem/calabrio)