

June 11, 2015



Workforce Optimization

What is Calabrio?

Calabrio is a technology solution that provides integrated workforce optimization for today's multi-channel contact centers.

The discussions with Piedmont Healthcare centered around the following solution functionalities:

- ◆ Workforce Management (WFM)
 - Shift Bids / Scheduling / Leave Request
 - Forecasting / Historical Data
 - Dashboards / Widgets
- ◆ Quality Management
 - Administrator / Implementation
 - Evaluation
 - Reporting

On June 11, 2015 the ATL311 Customer Service Center (CSC) hosted members of Piedmont Healthcare Contact Center to discuss utilization and implementation of the Calabrio Workforce Optimization solution.

Mark Hardee (PH), Lynnette Lemon (ATL311), Andrea Dozier (ATL311), Joann Butler (ATL311), Latoya Swain (PH), Jacqueline Simon (PH); Crystal Shingles (ATL311), Allyson Bonner Keller (PH), Theresa Blankenship (PH), Judy Askins (PH), Art Gomez (PH), Salethea Graham (ATL311), Jewell Dobbs (ATL311)