

CALABRIO™



Who is Calabrio

Since our founding in 2007, Calabrio has become the fastest-growing company in employee and customer engagement.



HEADQUARTERED IN MINNEAPOLIS, MN
(Offices across North America, Europe and Asia-Pacific)



MORE THAN 1 BILLION
calls recorded annually



MORE THAN 600
employees worldwide



Installed on
2 MILLION DESKTOPS



4,750
customers worldwide



Contact center software for
5 to 50,000 seats



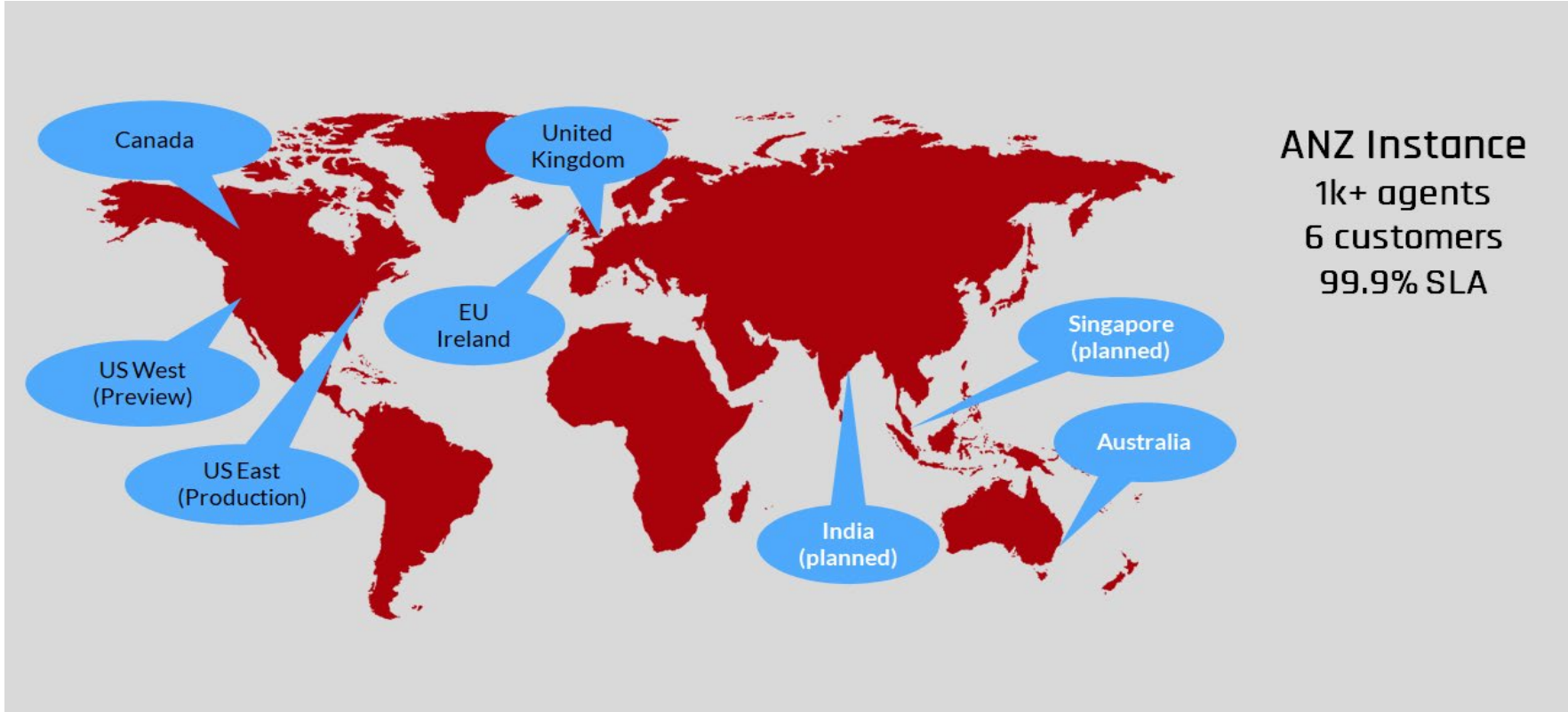
175
global partners



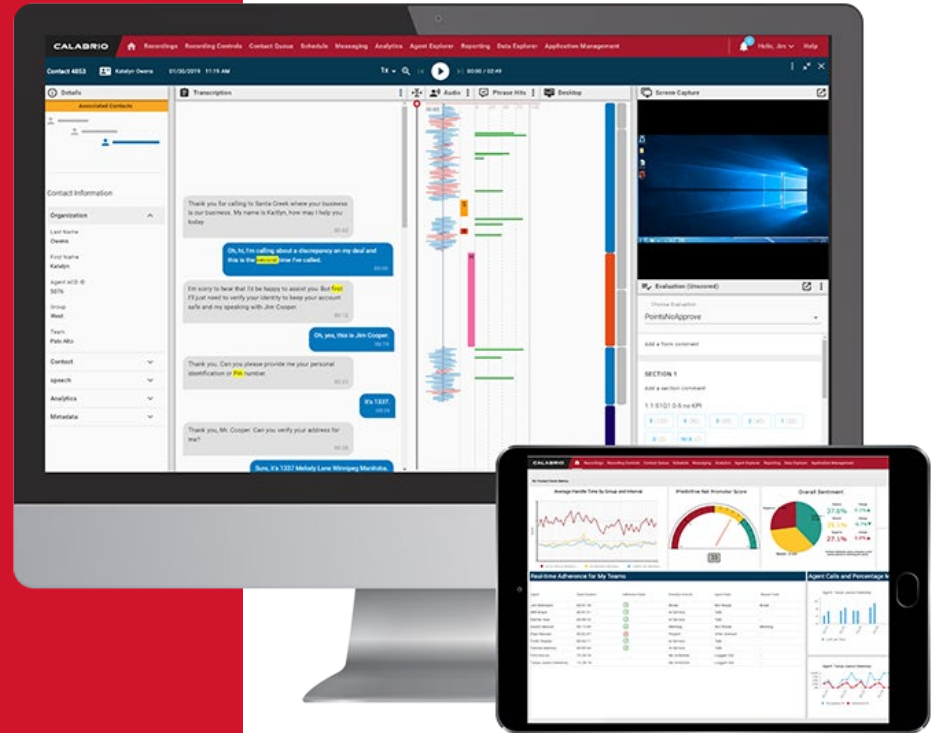
6X TOP WORKPLACE WINNER



Global Cloud



Meet v11



Calabrio & Teleopti

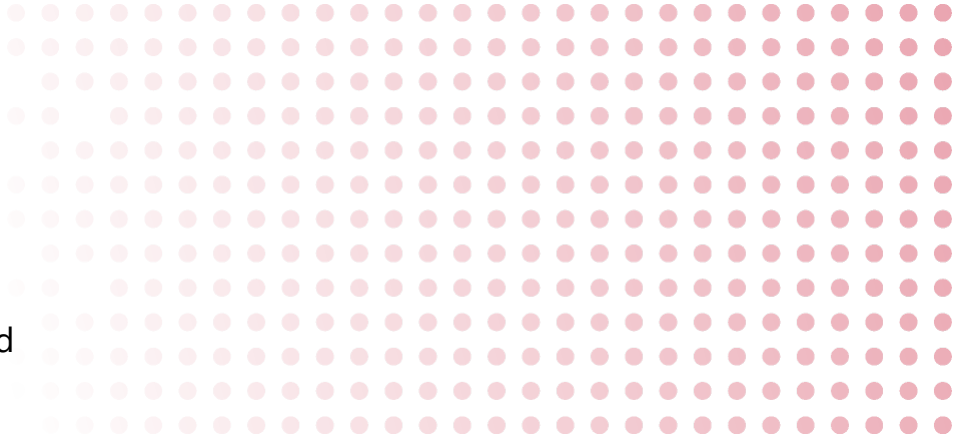
CREATING THE LEADING GLOBAL
MULTI-TENANT SaaS WORKFORCE
ENGAGEMENT MANAGEMENT
PLATFORM

TELEOPTI
A CALABRIO COMPANY

COMBINATION CREATES THE LEADING GLOBAL MULTI-TENANT SaaS WEM PLATFORM

SETTING THE GLOBAL STANDARD FOR CLOUD-BASED
CONTACT CENTER

- Strategically positioned to win globally
- Highly scaled with a comprehensive and fully integrated product offering
- Platform and expertise to drive continued innovation



Calabrio & Teleopti

ACCELERATED TRANSFORMATION TO CUSTOMER EXPERIENCE INTELLIGENCE PLATFORM
65% NORTH AMERICA • 35% REST OF THE WORLD



TOTAL CUSTOMERS



CALL RECORDINGS



AGENT SCHEDULES

What Teleopti Brings to Calabrio

ACCELERATES SHARED
VISION OF LEVERAGING
DATA INTO
MEANINGFUL INSIGHTS



PLATFORM



DATA



GLOBAL CUSTOMERS



PARTNERS



WHITE SPACE

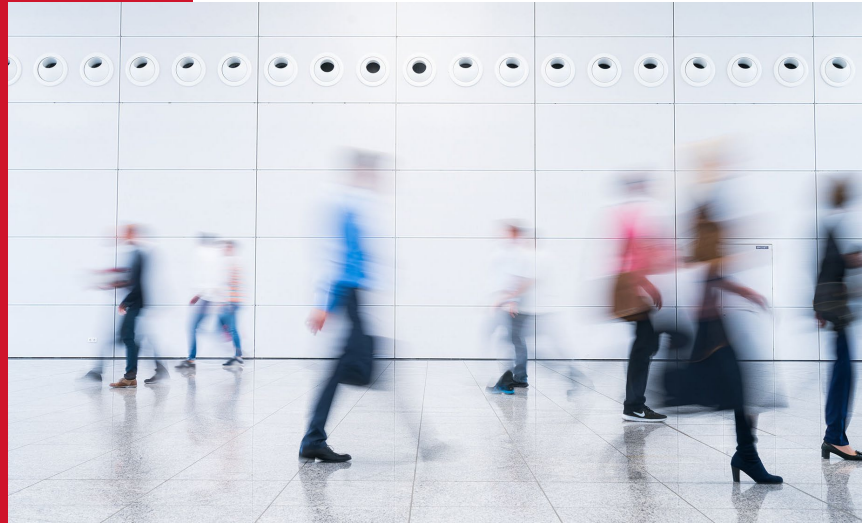
Calabrio: The Next Gen

Tuesday, Nov 12

16:00 – 16:30

Agenda:

- Meet v11
- The Next Gen UI
- Calabrio + Teleopti
- WFM Offers
- The Next Gen WFM



Thank you.

ROSS DANIELS

VP Global Partner Organization

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