



Minnesota Workplace Success Stories

**CALABRIO**™

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With 630 employees around the world, Calabrio is in the business of empowering human interactions—in the contact center and beyond.

Calabrio's AI-driven software helps organizations identify what customers and agents are really saying and feeling through a robust suite of customer experience solutions.

And though technology is Calabrio's business, our focus on human connections is what sets us apart.



# About Calabrio

# Calabrio- Top 3 Challenges

- ▷ **Scale**
- ▷ **Tech Evolution**
- ▷ **Culture Shift**



inspire > hire > retain

# Calabrio- Solutions

- ▷ **Ownership**
- ▷ **Focus on Learning**
- ▷ **Context and Purpose**

inspire > hire > retain

# Calabrio- Lessons Learned

- ▷ Empowering the Teams can accelerate quickly
- ▷ Invest for global leverage
- ▷ Continuously benchmark what's important

# Calabrio- Future Plans

- ▷ **Global Footprint**
- ▷ **Academic Partnerships**
- ▷ **Learning Framework**

**QUESTIONS?**

**CALABRIO™**