CALABRIO ONE SUITE

G-Cloud 15 - Service Definition Document

Version 1.0

SVL Business Solutions
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1. About SVL

Founded in 1967, SVL Business Solutions is one of the UK's longest established and most trusted providers of contact centre and workforce optimisation technologies. For more than five decades, we have helped organisations collect, protect and derive value from customer interactions, delivering solutions that improve performance, compliance, customer experience and employee engagement.

SVL specialises in contact centre and workforce optimisation solutions across both the public and private sectors, supporting organisations ranging from large enterprises and central government bodies to SMBs, distributed workforces and home-working environments. Our customers include contact centres, financial institutions, utilities, housing associations, local authorities, Blue Light and public safety organisations—many of whom operate in highly regulated, mission-critical environments where reliability and expertise are paramount.

What truly differentiates SVL is our depth of experience and end-to-end service capability. We provide a complete wrap-around service covering pre-sales consultancy, solution design, project management, implementation, training, account management and ongoing support. This ensures that the solutions we deliver are not only technically robust, but also fully aligned to our customers' operational goals and embedded successfully across their organisations.

We take an agnostic, consultative approach to solution design, ensuring that the technology and vendors we recommend are the best fit for your specific operational needs and strategic goals. Our priority is to understand your business challenges first, then collaboratively define a bespoke solution that delivers measurable value and long-term performance improvement. SVL partners with a wide range of leading technology brands across the contact centre and cloud ecosystem, giving you access to world-class solutions rather than allegiance to a single supplier. Our partnerships include global leaders such as NiCE, Cognigy, Boost AI, Amazon Web Services (AWS), Microsoft Teams, Calabrio, Capita and BT, alongside long-standing alliances across unified communications, workforce optimisation, analytics and interaction recording. Through these relationships, we deliver flexible, scalable and future-ready platforms that address the full spectrum of customer experience, collaboration and operational needs. By remaining technology-agnostic, we ensure you benefit from best-in-class tools that are proven in market and tailored to your requirements, rather than constrained by one vendor's roadmap.

SVL has consistently stayed ahead of technology and market trends, particularly in the evolution from on-premise to cloud-based services. Through our dedicated Cloud Practice, we offer customers a pragmatic, consultative route to cloud adoption—recognising that there is no one-size-fits-all solution. By combining best-of-breed cloud technologies with our long pedigree of service excellence, we help customers maximise the benefits of cloud while addressing their specific operational, security and regulatory requirements.

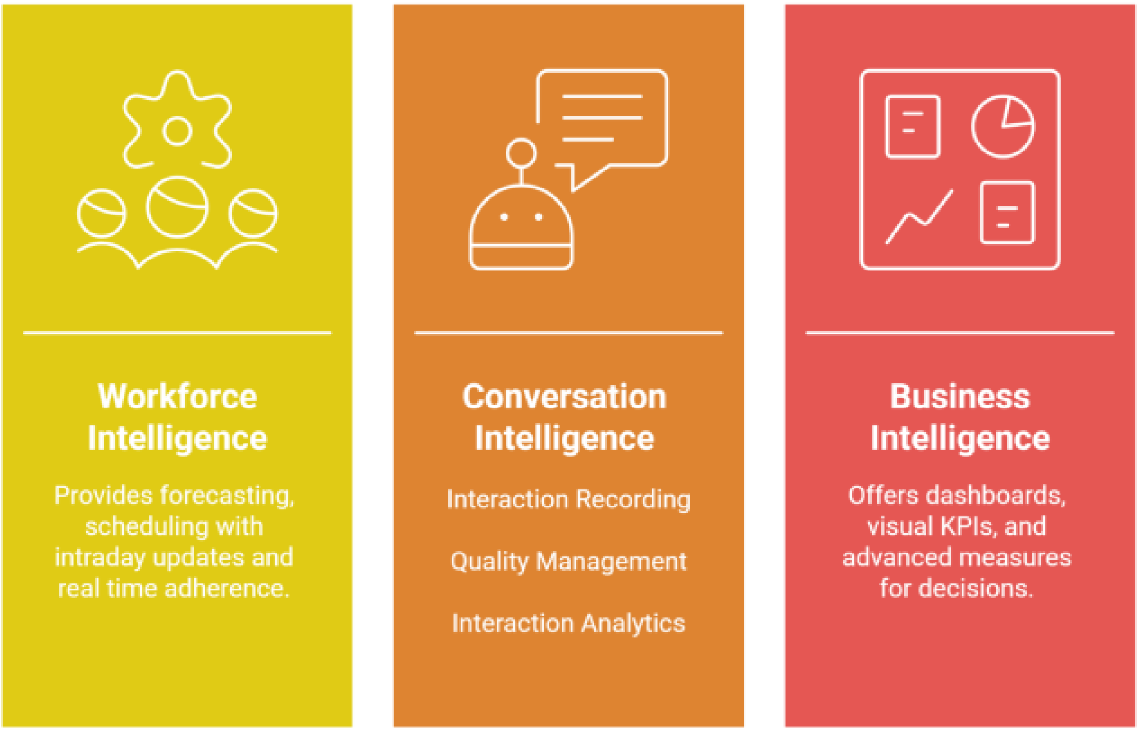
As a family-owned business since inception, SVL retains a strong culture of trust, accountability and long-term commitment. Our low staff turnover, highly experienced teams and customer-centric ethos translate directly into better outcomes for our customers. We build long-term partnerships, not transactional relationships, and are focused on delivering measurable value throughout the lifecycle of every solution we deploy.

SVL brings together experience, specialist expertise, and a consultative approach to help organisations optimise their contact centre operations today, while confidently preparing for the challenges of tomorrow.

2. Calabrio One Suite Overview

Calabrio ONE, a unified suite-including Call Recording, Quality Management, Analytics, Workforce Management, and Business Intelligence-equips you with a complete toolset to unlock the tremendous value buried within your contact center and to transform your entire business. One seamless solution combines workforce optimization tools with powerful voice-of-the-customer analytics tools.

This tightly integrated-and easily scalable-suite of products captures every customer interaction across all channels, extracts insights, elevates the customer experience, improves employee engagement, and increases operational efficiency. The contact center can share customer-centric strategies across the business to accelerate sales, drive innovation and move your business forward.



3. Call Recording

Call Recording

Record every call, every time, and transform customer interactions into a trove of highly usable data. Capture 100% of interactions and simplify compliance. Robust metadata lets you quickly search for hundreds of hours of calls to prove adherence, settle disputes and mitigate risk. Connect the voice of your customer with key goals across the business. Calabrio Call Recording is an enterprise recording solution that allows you to prove adherence to regulations, clear up transaction disputes, and defend the interest of the business while upholding excellence in customer service. See below for Calabrio's Call Recording functionality:

Multiple Recording Types

Desktop recordings, network recording, gateway recording, and more.

- **Desktop Recording** - Ideal for remote agents; does not require servers at each location.
- **Server-Based Recording** - Suits thin client environments, such as Citrix or Windows Terminal Services.
- **Network-Based Recording** - Robust option for Cisco Unified Communications Manager environments.
- **Multiple Registration** – Provides effective recording capabilities for Avaya IP telephony device.

Call Recording Features

Omnichannel Capture

A single integrated platform ensures 100% capture of every interaction across traditional and digital channels, including screen recording.

- Built-in capabilities like auto pause-and-resume ensure privacy and security to meet compliance requirements.
- Standard and custom metadata tagging automatically adds deeper context and searchability to interaction data.
- Automated organization sorts and stores interactions based on intelligent business rules.

Efficient, AI Powered Search

Harness the power of machine learning and AI-driven analytics to make searching simple-and to seamlessly integrate with advanced reporting and analytics tools.

- One unified interface makes evaluations easy, with access to embedded analytics, screen recording, transcription, metadata, and evaluation forms. Search based on employee, agents, date, time, and other user-defined fields
- Easy CRM integration allows hyperlinking to connect customer interactions with CRM records.
- Tag interactions for recall and easily share or export interactions for coaching and training.

Secure Compliance Recording

Whether it's HIPAA, PCI, GDPR, or CCPA-you're covered with our compliance call recording solution. You'll be able to prove adherence, defend against legal risks, and protect your brand.

- All data and files are encrypted using the Advanced Encryption Standard (AES-256)-before they are transmitted and stored.
- Granular access controls make it easy to define and limit access privileges by user, role, or group
- Data easily flows through short-term to long-term storage.
- Built-in features like automatic pause-and-resume ensure private information is never recorded.

AI Analytics and Reporting

Our suite-wide AI-fueled business intelligence tool makes it easy to build and automate custom reports and dashboards that pull together omnichannel interaction recording data and transform it into key insights aligned to your business goals.

Speech Energy Bar

Shows talk over and silence events as well as speech analytics hits, sentiment, and desktop analytics activity to speed call evaluation.

Monitoring and Notification Alerts (MANA)

Automatic notifications when system errors arise that may prevent calls from being recorded.

Call Exporting

Export calls in common media formats for third-party access.

Data Compression

Recordings are compressed using voice-specific algorithms before they're sent to the designated storage device to minimize storage usage.

Advanced Integrations for Complex Environments

Calabrio Recording offers options that fit a wide variety of IP-based ACDs, TDM devices and mixed-infrastructure deployments.

Gateway Recording

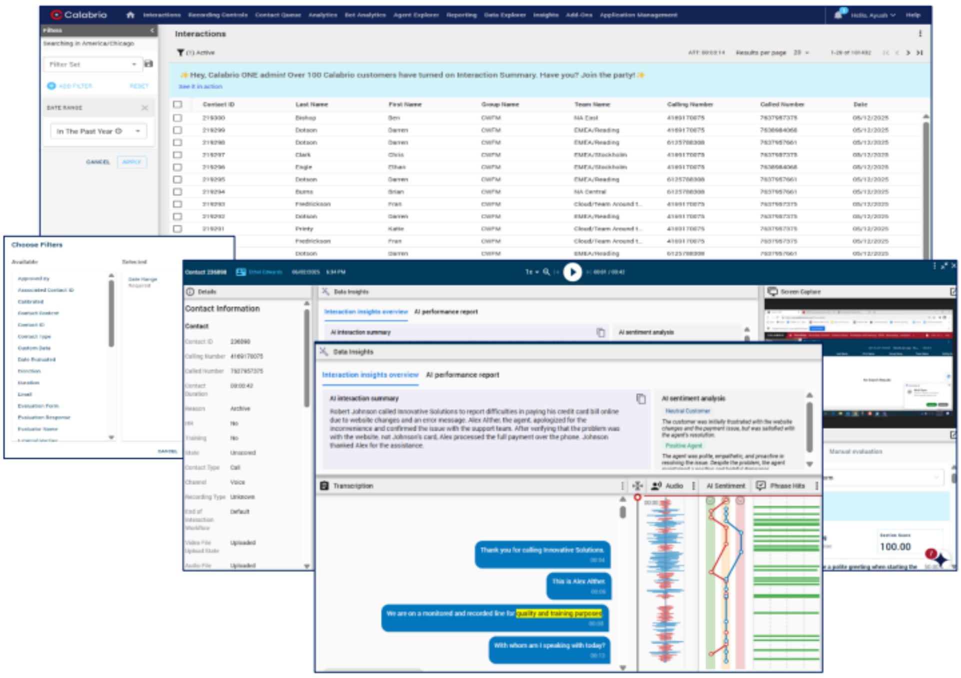
A reliable call-recording option for the most complex, multi-gateway environments.

Complex IP/TDM Integration

Audio Codes SmartWorks Plus supports IP and TDM integration with most IP soft switches and proprietary TDM PBX systems.

Single-Step Conferencing

Captures calls in Avaya TDM environments.

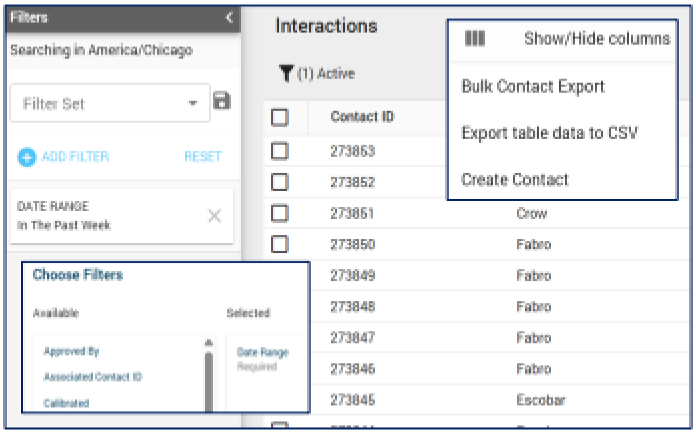


4. Quality Management

Customizable quality evaluations equip your supervisors with the tools they need to strengthen employee engagement and drive measurable impact across the business. Automate recording evaluation and reporting so you can spend more time coaching and leading. All the features of Calabrio Recording are included with Calabrio Quality Management.

Interactions

The Interactions page offers a highly configurable interface for agents, evaluators, and supervisors to access and analyze recorded customer contacts. It allows users to efficiently filter, search, organize, and prioritize based on operational needs. Users can apply flexible filters such as date, and more to surface interactions. Custom filter sets can be saved for repeated use. Additionally, users can show, hide, or rearrange columns to streamline their view.



Calabrio supports advanced text search queries for locating specific words, phrases, or patterns within interactions. Users can search using Boolean, wildcards, exact phrases, and proximity searches.

Evaluate Interactions

Calabrio enables evaluators to review and assess customer interactions across multiple channels, including voice, chat, email, and screen recordings. The Media Player acts as a central hub where evaluators can playback, zoom, annotate, score, and gather insights on contacts, depending on their permissions.

State-of-the-art Media Player

Play Contacts

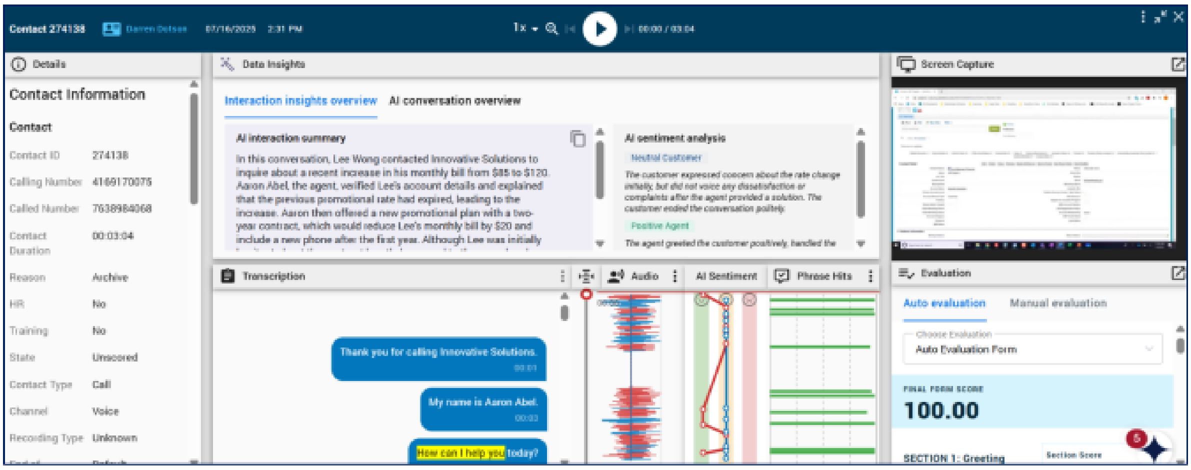
Evaluators can play recordings, adjust speed, zoom for detailed insights, and view agent profile metrics like NPS and Reputation Score.

Download on Demand

When media is in cold storage, Calabrio prompts evaluators to download/ stream the unavailable segments, notifying once available.

Skip Forward and Back

The Media Player's Timeline panel allows evaluators to efficiently navigate forward and backward through contact audio or screen.



Silence and Talk Over Events

The Audio panel marks silence and talk over events using Voice Activity Detection, adjustable by global settings for accuracy.

Watch Screen Recordings

The Screen Capture panel shows agent desktop activity, supporting single- and multi-monitor, with undocking options for visibility.

Explore Associated Data

The Details panel provides metadata, including contact information, speech metrics, sentiment scores, and custom fields.

Speech Energy Bar

The vertically aligned speech energy bar in the Audio panel visually represents inbound and outbound speech energy.

Evaluation Forms

Evaluation forms are displayed during playback, allowing evaluators to quickly and easily score and assess the contact.

Edit Metadata

Evaluators can edit custom metadata fields, including text, dates, and hyperlinks, with batch editing available for administrator managing contacts.

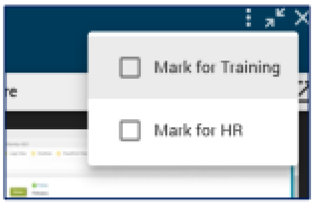
Assign and Share Contacts

Tag a Contact

Tagging contacts in Calabrio ONE allows organizations to extend retention periods beyond standard limits, ensuring critical media files are preserved even after Quality Management workflows, keeping important data accessible when needed.

Mark Contacts for Training or HR

Contacts can be marked for training or HR purposes. Tagged training contacts help develop agents by providing specific, relevant examples, while HR-marked contacts allow for escalation and further review.



Mark a Contact for Calibration

Marking a contact for calibration allows evaluators to assess scoring consistency across reviewers. This integrates with the Evaluation Calibration Report to compare scores and align with organizational standards.

Export a Contact

Calabrio supports the export of contacts in WebM, WAV, MP4 format. This feature ensures that critical recordings, including screen captures, can be shared and reviewed on external devices.

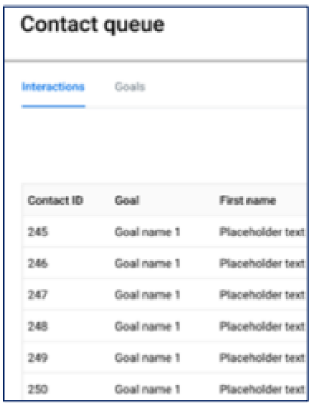
Assign Evaluations

Automate QM Workflows

Calabrio allows administrators to automate QM workflows by determining which recordings to retain, delete, or process, based on defined workflow rules. These rules can trigger evaluations, insert metadata, or manage the retention policy for contacts, ensuring efficient and consistent handling of recordings across the organization. With configurable event types like "End of Interaction" or "Daily," workflows are streamlined to meet operational goals. Additionally, actions like immediate upload or recycling can be set, enhancing data processing efficiency.

Assign Evaluations, Calibrations and Reviews Automatically/Manually

Calabrio allows both automatic and manual assignment of tasks, enabling administrators to assign specific contacts for evaluation, calibration, or review with customizable due dates, notifications, and instructions. This ensures better control over task distribution and progress. Additionally, tasks can be automatically assigned through the Contact Queue page.



Calibrate Evaluators

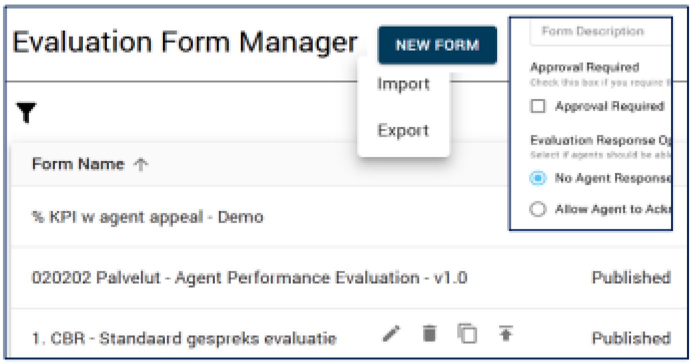
Calibration allows multiple evaluators to assess the same contact, ensuring evaluation consistency across the team. The calibration process compares scores from different evaluators to ensure alignment with the established standards. Calibration scores are tracked separately from regular evaluations and are reported only in the Evaluation Calibration Report, which aids in monitoring and evaluator performance.

Evaluation Forms

Create and Manage Evaluation Forms

Evaluators use evaluation forms to assess agent-customer interactions to ensure adherence. The process involves creating sections, questions, and answer options, allowing evaluators to monitor agent performance.

Admins can create, update, publish, clone, and archive forms. Sections, questions, and answer options are customizable, and KPIs can be integrated into evaluation forms for targeted performance tracking.



Configure KPIs

Key Performance Indicators (KPIs) track goals within the contact center. Administrators can configure KPIs with specific goals for groups or teams, refining default broad goals to ensure alignment with business priorities. KPI configuration enhances performance measurement and allows for detailed trend analysis.

More Features

Real-Time Monitoring

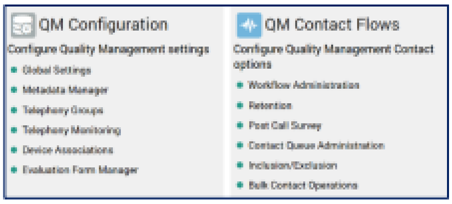
Calabrio enables supervisors to listen to agent calls and view their screens as they interact with customers. This feature ensures customer service by allowing managers to observe agents. Real-time monitoring supports both audio 8 screen viewing.

Add Post-Call Surveys to Contacts

Calabrio enables the integration of external survey providers like Qualtrics and SurveyMonkey to distribute post-call surveys to customers. These surveys capture valuable customer feedback on their contact experience. The system allows configuring survey distribution schedules, importing responses, and marking contacts for survey requests via metadata. This Integration ensures that feedback is linked to specific interactions.

Configure QM Settings

Calabrio allows administrators to configure system-wide QM settings that apply to all users and applications. This includes setting parameters such as screen recording quality, talk over events, silence events, and retention times.



Pause and Resume

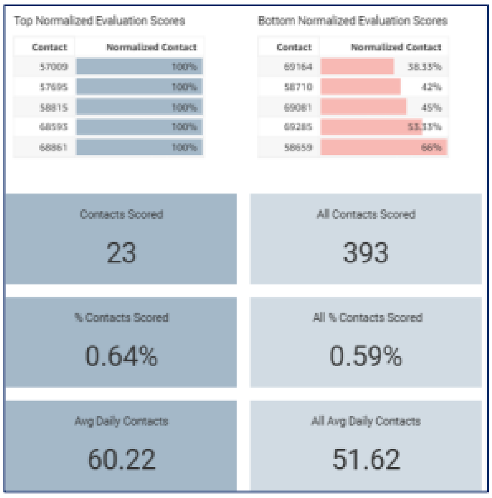
Calabria offers manual and automated pause and resume functionality for audio and screen recordings. Manual pause and resume can be controlled through the Recording Controls application or page. Automated pause and resume is facilitated through desktop-, application-, and field-level triggers.

System Error Monitoring and Alerts

Calabrio offers automatic alerts for potential system errors through features like the System Status Report, which categorizes system events by severity (INFO, WARN, ERROR). Notifications can be configured to alert users of errors and warnings, helping to address issues proactively and ensure system reliability.

Performance Management

This module provides tools to track and measure key KPIs such as evaluation scores, section-level performance, and KPI failure rates. It includes gamification features like points, badges, and leaderboards to boost engagement, personalized agent dashboards with customizable widgets for real-time performance tracking, and coaching tools that use metrics like Question Scores to identify and address skill gaps. These capabilities help supervisors and agents improve performance through targeted insights and continuous feedback. **Performance management is an add-on module.**



Agent Empowerment

Calabrio enables agents to manage and review interactions efficiently by accessing recorded contacts on the customizable Interactions page. Agents can play back interactions with markers for key events like "pause" or "talkover." The page also allows agents to filter contacts by Date Range, Score, or State, save custom filters, and adjust display columns.

Play and Evaluate Contacts with the Accessible Contact Evaluator (ACE)

This is a streamlined, screen-reader-friendly interface within Calabria, primarily designed for users who rely on assistive technologies such as JAWS. ACE supports keyboard navigation and includes accessibility shortcuts for playback control and evaluation. Users can filter and search contacts, adjust playback speed, skip through recordings, and submit evaluations. It also supports adding comments, marking contacts for training or HR, and managing evaluations across a range of criteria including agent, team, duration, and contact ID. While existing users can continue using ACE, new activations are currently restricted

5. Interactions Analytics

Calabrio is the only WFO vendor that combines speech, desktop, and text analytics in one robust solution. It empowers organizations to unlock the intelligence buried in their contact center by transforming every customer interaction into usable data and distilling it into key trends. Through a unified suite of tools, Calabrio collects and processes data from audio recordings, email text, and desktop activity via the Task Manager. This integrated data is stored in a searchable database, enabling comprehensive, multi-channel analysis to extract insights and drive profitable changes across the business.

Calabrio omnichannel capabilities enable organizations to capture and analyze interactions across various communication channels, including voice, email, chat, and desktop activities. By integrating data from multiple sources, Calabrio supports more informed decision-making and enhances the overall customer experience.

Calabrio Analytics provides comprehensive omnichannel visibility, enabling organizations to analyze and visualize every customer interaction regardless of channel in a single, unified view. This holistic approach allows users to quickly identify and understand the customer journey across touchpoints. By leveraging detailed metadata, Analytics maps the journey through key dimensions such as interaction frequency, mode of contact, and agent involvement. It incorporates insights from quality evaluations and multichannel experiences including chat, email, SMS, and IVR. Additionally, sentiment visualizes the emotional tone of interactions, using indicators from positive to negative that helps teams monitor customer satisfaction in real time and pinpoint areas for experience improvement.

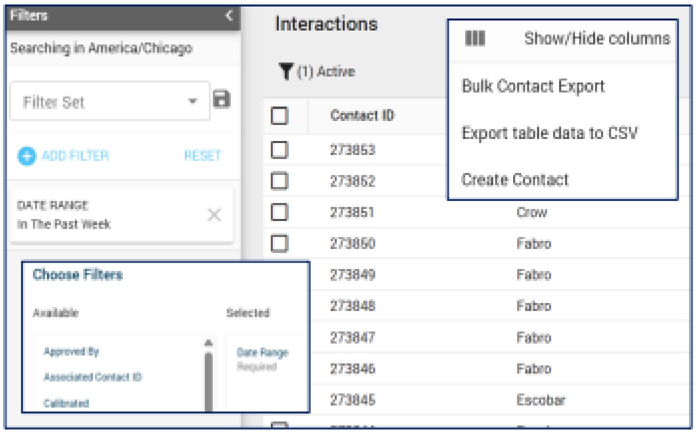
Calabrio's widget-based, customizable dashboards provide intuitive visual analytics designed for users of all technical levels. These dashboards offer interactive drill-down capabilities, allowing teams to explore performance trends, identify root causes, and uncover actionable insights with ease. By simplifying complex data into clear visualizations, they enhance decision-making and usability across departments. Expanded language packs for interface, speech-to-text, and phonetics to help you understand customers regardless of linguistics

Easily create and automate dedicated dashboards for business problems like customer retention, brand awareness, upsell and cross-sell opportunities, script adherence, compliance, and more. Give both managers and agents the ability to focus on what matters most.

Interaction Analytics Essential

Interactions

Calabrio's Interactions page offers a highly configurable interface for agents, evaluators, and supervisors to access and analyze recorded customer contacts. It allows users to efficiently filter, search, organize, and prioritize based on operational needs. Users can apply flexible filters such as date, and more to surface interactions. Custom filter sets can be saved for repeated use. Additionally, users can show, hide, or rearrange columns to streamline their view.

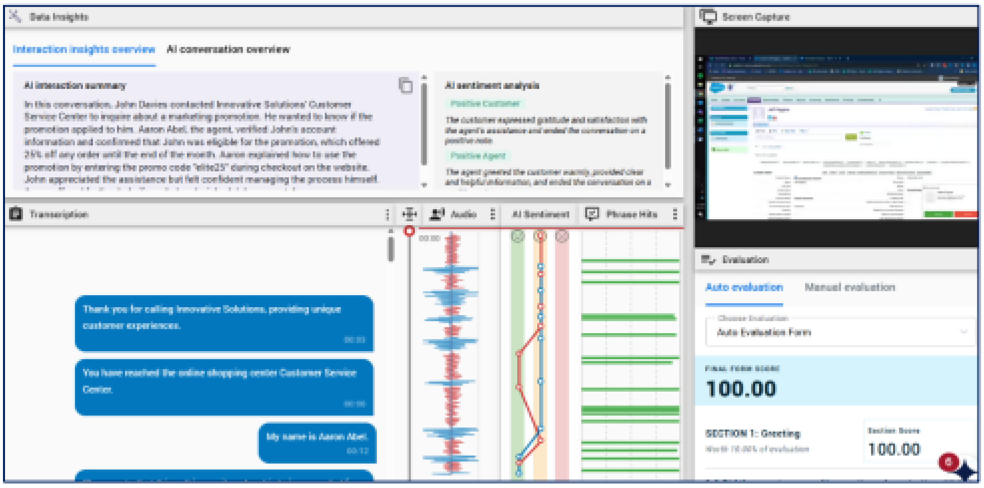


Calabrio supports advanced text search queries for locating specific words, phrases, or patterns within interactions. Users can search using Boolean, wildcards, exact phrases, and proximity searches.

Conversational Intelligence with Interaction Analytics Essential

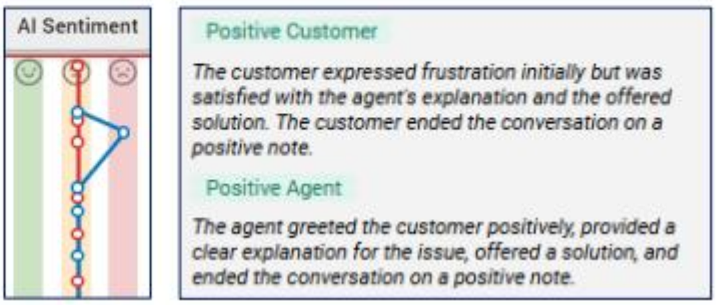
Speech and Text Analytics

Calabrio's unified Speech and Text Analytics capture and analyze 100% of voice and text interactions across all channels. With shared infrastructure, metadata, and phrase dictionaries, the platform delivers consistent insights for smarter QA, sentiment detection, auto-scoring, and journey analysis empowering organizations to enhance both customer and agent experience. Transcription converts conversations into detailed text. Users can filter calls and search.



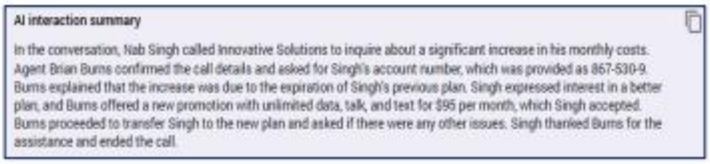
Sentiment Analysis

Calabrio advanced sentiment detects and visualizes the emotional tone of both customers and agents throughout a call. Using AI, it classifies sentiment as positive, negative, or natural. It empowers teams to pinpoint customer frustration, support agent coaching, and drive quality improvements.



Interaction Summary

Calabrio Interaction Summary uses AI to automatically generate concise summaries of customer-agent calls based on transcripts. It eliminates manual notetaking, enabling agents to focus on customers. Summaries can be exported to CRM systems via API, streamlining after-call work.



Phrase-based Scoring

Recognize key phrases automatically - even when agents use similar wording-to keep evaluations aligned with real conversations and business-specific language.

Custom Dictionary

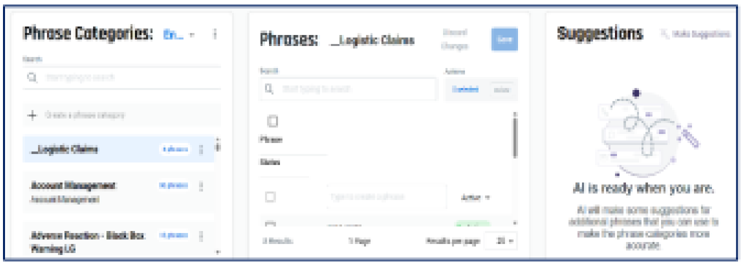
Personalize analytics with industry-specific and business relevant terminology. Customers can bring their own dictionary with the help of Calabrio PS services.

Business Signals

This helps customers identify key conversation points in your contacts, based on exact phrases or AI-detected tags. AI tags is offered with Enterprise plus.

Phrase Manager

Calabrio's Phrase Manager enables users to create, manage, import, and export phrases used in speech and text analytics tasks. By defining phrases, organizations can analyze interactions. Phrases are organized into categories. The Phrase Manager also supports fuzzy logic, allowing for the detection of similar words



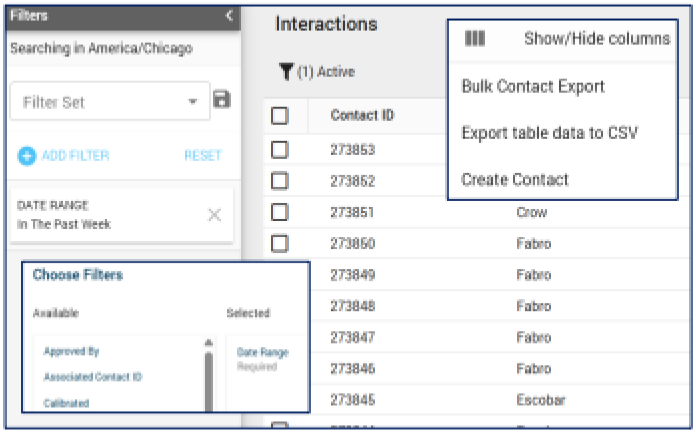
Desktop Analytics

Calabrio Desktop Analytics tracks agent activity across applications and web usage before, during, and after interactions, interaction states, webpage focus, and URL approvals. Linked with contact IDs and integrated with screen/call recordings, it enables deep productivity and root-cause analysis, with dashboards highlighting key events by agent, team, or date.

Interaction Analytics Enterprise / Enterprise Plus

Interactions

Calabrio's Interactions page offers a highly configurable interface for agents, evaluators, and supervisors to access and analyze recorded customer contacts. It allows users to efficiently filter, search, organize, and prioritize based on operational needs. Users can apply flexible filters such as date, and more to surface interactions. Custom filter sets can be saved for repeated use. Additionally, users can show, hide, or rearrange columns to streamline their view.



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Conversational Intelligence with Interaction Analytics Enterprise/Enterprise Plus

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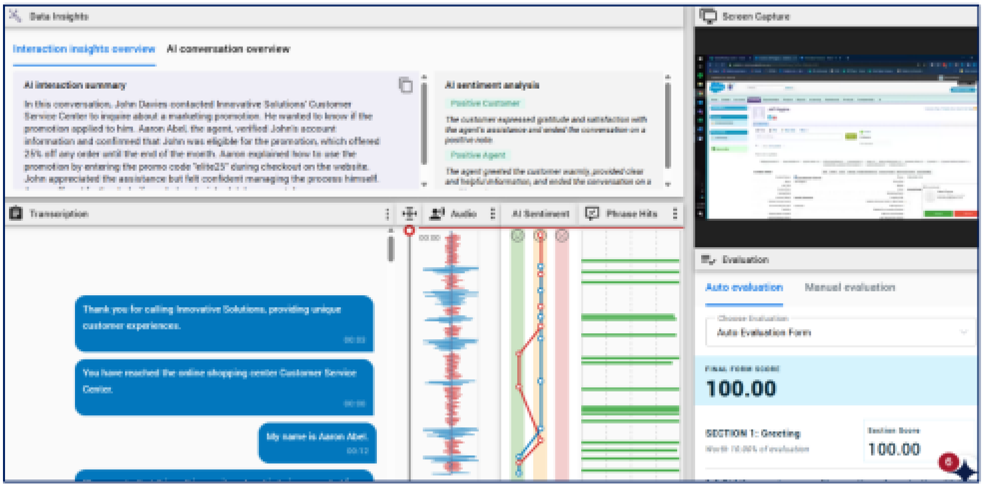
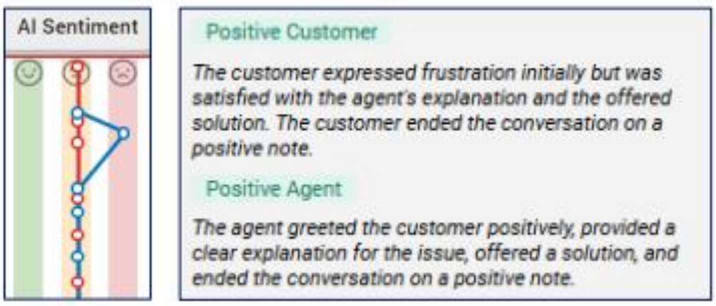


Sentiment Analysis

Calabrio advanced sentiment detects and visualizes the emotional tone of both customers and agents throughout a call. Using AI, it classifies sentiment as positive, negative, or neutral, highlights emotional shifts over time, and explains the reasoning behind sentiment assignments. It empowers teams to pinpoint customer frustration, support agent coaching, and drive quality improvements. It also offers Message-Level Sentiment Visibility on the Media Player.



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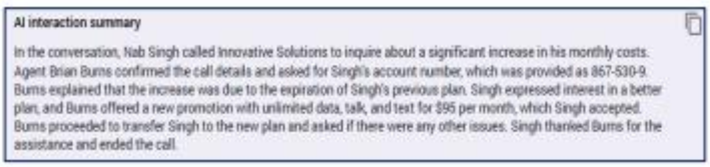


Phrase-based Scoring

Recognize key phrases automatically - even when agents use similar wording-to keep evaluations aligned with real conversations and business-specific language.

Custom Dictionary

Personalize analytics with industry-specific and business relevant terminology. Customers can bring their own dictionary with the help of Calabrio professional services.

GenAI Driven Task-Level Prompts

Allows customers to add more context at the task level for a more accurate model output in Advanced Sentiment, Interaction Summary and Trending Topics. **(Enterprise Plus)**

Business Signals

This helps customers identify key conversation points in your contacts, based on exact phrases or *AI-detected tags. *** AI Tags are only available with Interaction Analytics Enterprise Plus**

Phrase Manager

Calabrio's Phrase Manager enables users to create, manage, import, and export phrases used in speech and text analytics tasks. A phrase is a group of one or more words that Calobrio can search for as a single grammatical unit in audio and text tasks. By defining specific phrases, organizations can monitor and analyze interactions for compliance and quality assurance purposes. Phrases are organized into categories, which can be grouped by business purpose or language. The Phrase Manager also supports fuzzy logic, allowing for the detection of similar words.

Interaction Analytics Enterprise Plus: The Phrase Manager also supports AI generation of phrases of similar words.

AI Tags

Calabrio Tags feature uses AI to automatically label customer interactions based on conversation content, enabling efficient categorization and trend analysis. Tags such as "Fee Waiver" or "Long Wait Times" - are grouped into categories tied to specific business purposes and applied through tasks in the Analytics module. These tags support deeper insights into customer behavior, risk detection, and operational performance. The AI Tags dashboard lets users monitor tag trends, associate them with phrases or topics, and export detailed data for further analysis. *** AI Tags are only available with Interaction Analytics Enterprise Plus**

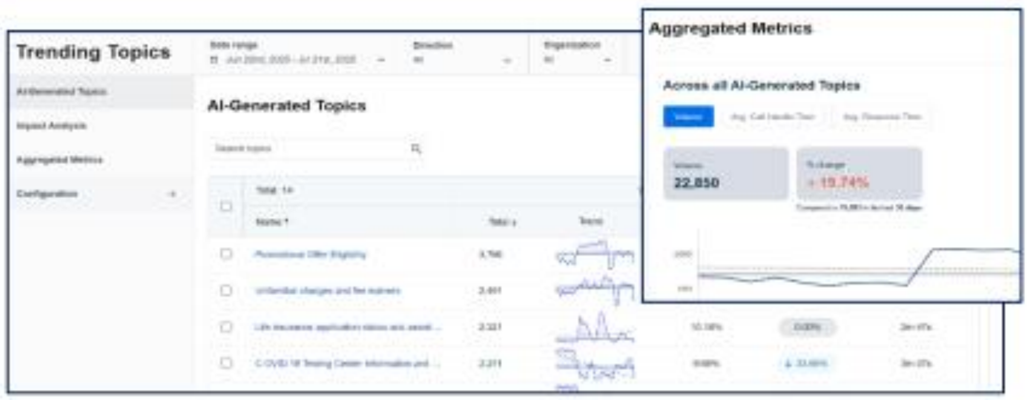
Desktop Analytics

Desktop Analytics provides detailed visibility into agent activity before, during, and after interactions. It monitors application and web usage, tracks time spent per opp, interaction state (active call, hold, ACW, idle), webpage focus percentages, and whether URLs are approved. Users can link contact IDs for full drill-down into productivity and process analysis. Integrated with screen and call recordings, it enables root cause analysis based on opp or URL usage, with dashboards that highlight key events by agent, team, or date offering access to recordings.

Trending Topics

Calabrio uses AI to analyze interactions in near real-time, identifying 100-150 customer inquiry topics. Users gain a consolidated view with topic-level metrics, drilldowns by agent, performance trends over time, and access to transcripts and media for root cause analysis. Includes Impact Analysis to measure coaching and campaign effectiveness.

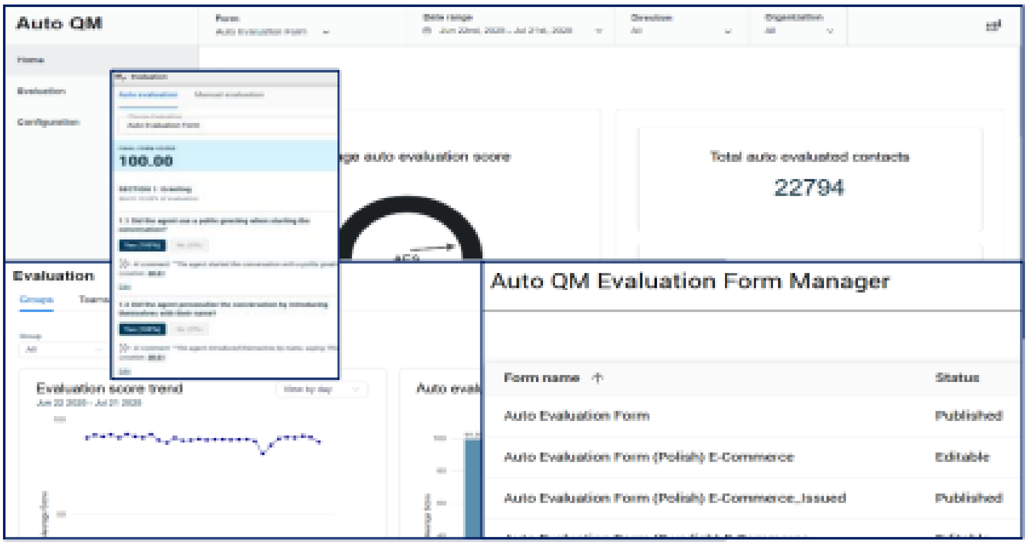
- Topics level impact analysis
- Topics level KPIs & KPI trend analysis Topics level sentiment analysis
- Configurable usage notification & alert
- Related Topics



Auto QM

Calabrio uses AI to evaluate 100% of conversations, providing out-of-box scores for standard agent performance questions. These scores are available at both aggregated and individual contact levels. Supervisors can override auto scores, which supports flexible human-led QA where needed.

- Q by Q auto scoring with score reasoning
- Configurable score card (sections 6 questions from library)
- Configurable section/question level weight
- Group, team, agent-level application dashboards
- Supervisor override capability
- Actionable insights with signal breakdown
- Configurable form description
- Configurable KPIs & Targets
- Intelligent phrase-based scoring
- Customizable score cards **(Enterprise Plus)**
- Add business process context at form level **(Enterprise Plus)**
- Customize BYOQ (Bring your own questionnaire) **(Enterprise Plus)**
- Shareable/reusable BYOQ library **(Enterprise Plus)**

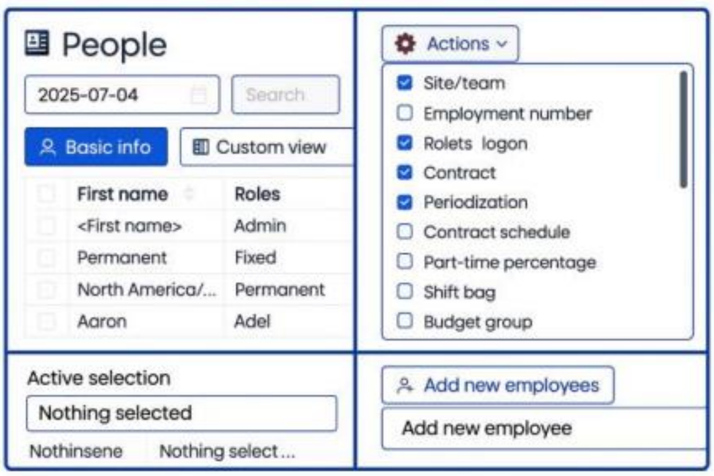


6. Calabrio WFM

Calabrio workforce management is designed for the modern contact center and the modern workforce. Through employee empowerment tools, intelligent automation, advanced forecasting and scheduling, Calabrio's WFM solution addresses the acute needs organizations face in today's challenging environment, while helping you navigate the evolving world of work going forward. Calabrio WFM is a highly agile and scalable workforce management platform that allows delivery of seamless experiences for customers, agents, and contact center managers-no matter where agents are working, remotely, on-location or a hybrid mix.

People

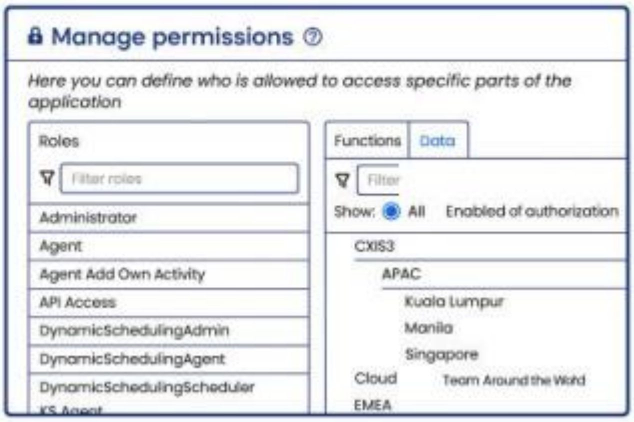
The People module offers a comprehensive solution for managing employee data, scheduling, and compliance. It allows administrators to configure work rules, track absences and availability, and manage roles and access controls. The module ensures accurate scheduling by aligning agent hours with contractual targets and organizational needs, while also supporting communication, organizational hierarchy set-up, and auditing for compliance. It also offers Periodization - this allows administrators to balance



agents' work hours over extended periods, such as a year, ensuring alignment with contractual targets.

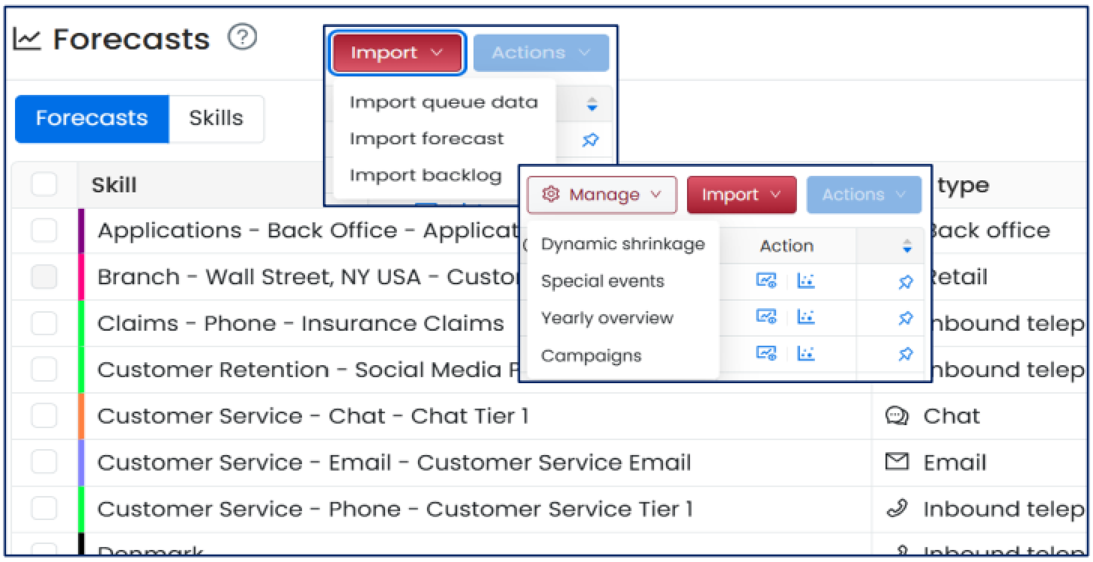
Permissions

The Permissions module in Calabrio WFM allows administrators to control user access through roles that combine function and data permissions. Function permissions define what users can do, while data permissions control what data they can access. Roles can be dynamic adjusting automatically with organizational changes or static for fixed access. This granular, auditable permission structure ensures secure and efficient system use.



Forecasts

The Forecast module in Calabrio WFM is designed to generate accurate staffing forecasts by leveraging historical data and predictive modelling. It facilitates the creation of long-term forecasts, cleaning of historical data to remove outliers, and application of day-level templates to define intraday distribution patterns. The module



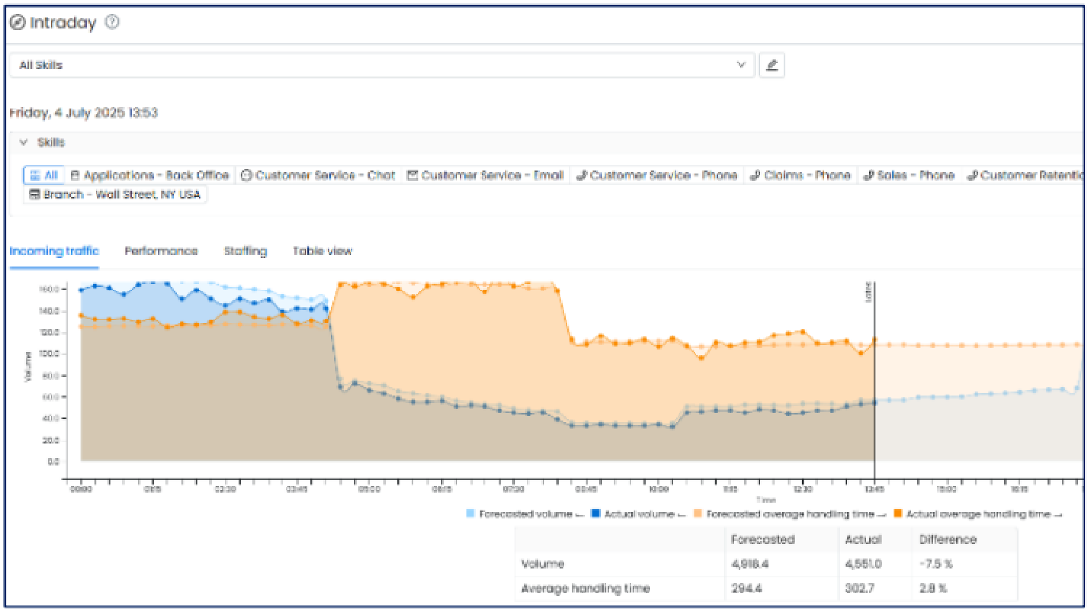
supports importing queue data and exporting forecast data.

Schedules

The Schedules module delivers efficient resource planning and scheduling. It allows for the creation of agent schedules that adhere to contractual obligations and work rules, utilising both automatic scheduling and optimisation processes to align with forecasted needs. Users can manually adjust schedules to accommodate known absences, meetings and other activities.

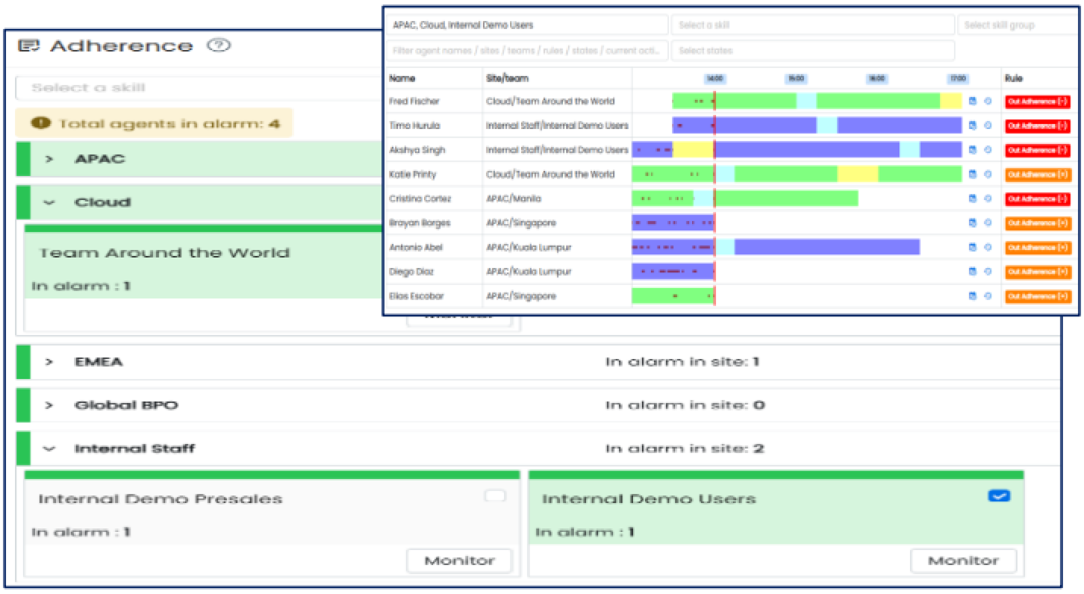
Intraday

The Intraday module provides near time visibility into contact center operations. It compares forecast versus actual metrics such as volume, average handling time, and service levels across four key tabs: Incoming Traffic, Performance, Staffing, and Table View. The module calculates "Required agents" for past intervals & "Reforecasted agents" for upcoming intervals, helping managers proactively address staffing gaps. It also allows for on-the-fly schedule adjustments, including activities, and absences.



Adherence

This offers real-time and historical monitoring of agent activity compliance with schedules, using customizable rules to flag deviations. It includes visual alerts and supports adherence reporting. RTA Snooze temporarily pauses alerts during specific scenarios. Real-Time Desktop Analytics (an addon module) tracks agent activity based on desktop usage, identifying productivity patterns and training needs, especially for back-office tasks like email or document processing.



Configurable Settings

The WFM Settings screen is the central configuration hub, enabling administrators to define organizational hierarchies, contracts, activities, and absence types. It supports setting validation and adherence rules, configuring bank holidays, and managing integration and notification preferences. These settings ensure the system aligns with operational policies.

Sessions

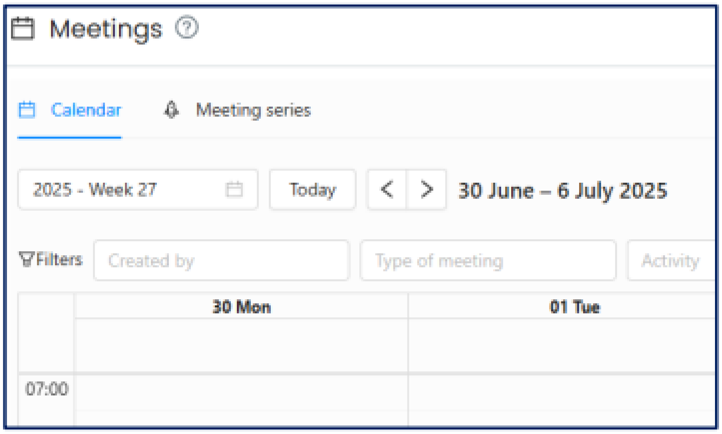
The Sessions screen enables efficient scheduling of individual activities such as e-learning, coaching, or training-for one or multiple agents. It distributes these activities evenly over a specified date range, ensuring balanced workloads and adherence to staffing thresholds. Sessions can be optimized to minimize impact on service levels, and administrators can easily view, edit, or remove sessions.

Requests

This allows agents to submit schedule-related requests-such as absences, shift trades, and overtime through the MyTime interface. Requests may be automatically approved based on configured rules or manually reviewed by team leaders using the web Requests tool. Absence and text requests can be filtered, sorted, and reviewed in detail, including via time zone filters and customizable columns.

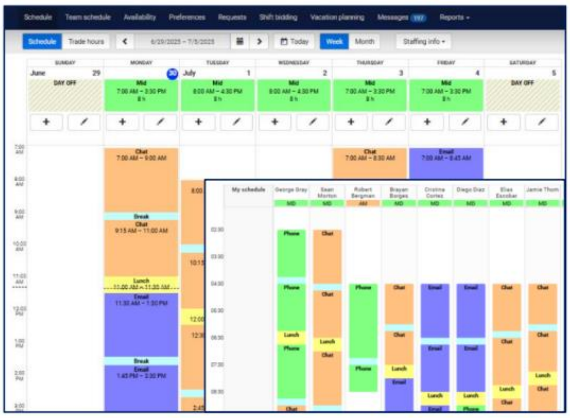
Meetings

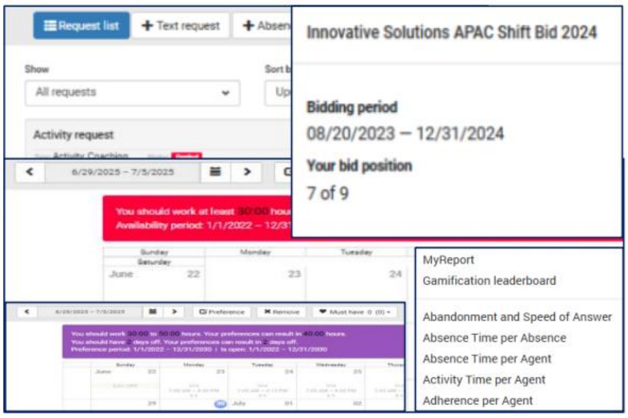
Meetings enables schedulers to efficiently plan and manage various meeting types, including one-time, recurring, 1:1 session, and e-learning activities. Meetings can be scheduled for individuals or groups, with options to define time zones, durations, and internal notes visible only to authorized users. The module ensures meetings are integrated into agents' schedules without disrupting staffing levels and provides visual indicators and tooltips within the Schedules tool for easy identification and access to meeting details. Additionally, it supports importing participant lists from external sources and offers filtering capabilities to view planned meetings based on specific criteria.



My Time

MyTime empowers agents with self-service capabilities to manage their schedules and preferences efficiently. Agents can view their schedules, request time off, trade shifts, and move breaks or lunches directly within the platform. The module supports self-scheduling, allowing agents to add work hours based on staffing needs, with visual indicators guiding optimal times. Additionally, agents can subscribe to their schedules via external calendar apps. Notifications for schedule changes are available through the MyTime mobile app time. The module also facilitates activity requests for tasks such as training or administrative duties, with configurable approval workflows.

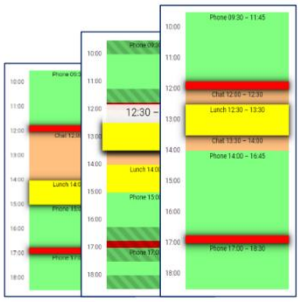




View Schedules

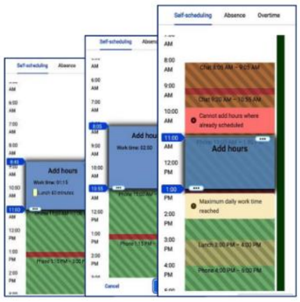
This allows agents to access their schedules, request time off, and manage shift preferences. Team leaders can not only view their own schedules but also those of their entire team, making it easier to manage shifts, monitor staffing levels, and ensure proper coverage. Agents can also view the schedules of their teams.

Move Breaks or Lunch



This allows agents to independently adjust their scheduled breaks or lunch within predefined guidelines. Agents can move their breaks in 5-minute intervals, ensuring flexibility while maintaining compliance with staffing levels, shift durations, and overlap restrictions. The system enforces validation checks to avoid overstaffing.

Schedule own work hours



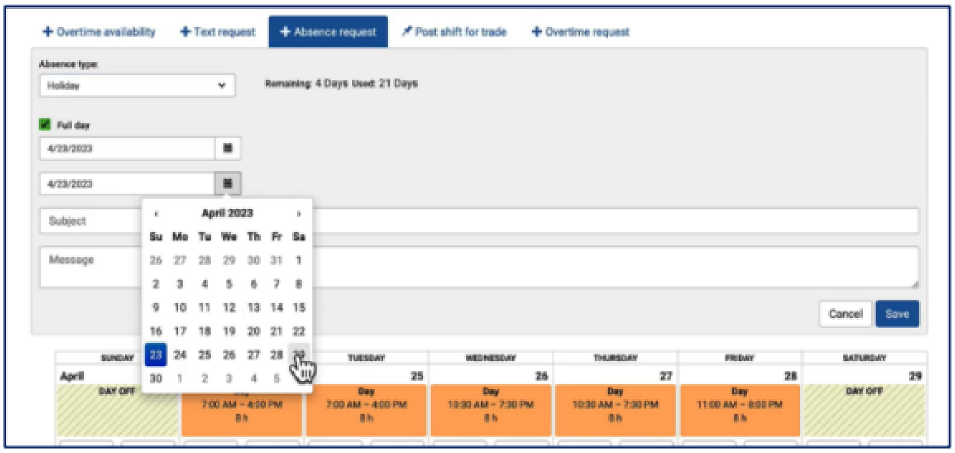
This allows agents to independently adjust their scheduled breaks or lunch within predefined guidelines. Agents can move their breaks in 5-minute intervals, ensuring flexibility while maintaining compliance with staffing levels, shift durations, and overlap restrictions. The system enforces validation checks to avoid overstaffing.

Shift Trading

The Shift Trade module allows agents to propose and manage shift exchanges, including partial trades, providing flexibility for both full and partial shift swaps. Administrators can set rules for auto-approval or manual validation, ensuring compliance with contract terms like rest periods and work limits. Shift trades are audited for transparency, and the system supports flexible scheduling, including gap enforcement and lunch hour management. This module enhances workforce flexibility while maintaining operational compliance and efficiency.

Request Time Off

Agents can submit absence requests for full or partial days through the MyTime tool. Agents can select the day(s), choose the type (e.g., vacation, personal day), and specify the time if it's a partial day. The system may display a probability indicator (green, yellow, or red) to show the likelihood of approval based on staffing levels. Requests can be automatically approved, pending, or denied, depending on settings. Once submitted, agents can track the status and make cancellations if needed.



Request Extra Hours

This allows agents to submit requests for additional overtime beyond their scheduled shifts. Agents can easily request extra hours via the MyTime interface, with visual indicators showing the likelihood of approval. Requests can be managed through automated or manual approval processes, and agents can track the status of their requests. This feature ensures flexibility in staffing, helping organizations meet dynamic operational needs.

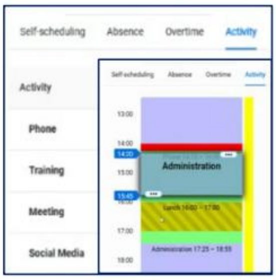
Preferences

Agents can specify preferences for shift timings, days off, and absences (e.g., vacation) through the MyTime interface. These preferences are then considered during the scheduling process, subject to organizational policies and staffing requirements. Administrators can configure the availability of shift categories, days off, and absence types in the Workflow Control Set within the Options module.

Availability

This allows agents to specify their available work hours, helping to streamline scheduling. Agents can input availability for multiple days, ensuring compliance with their contracts, and adjust as needed.

Activity Request

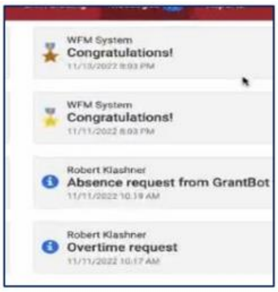


This allows agents to request specific activities, such as training or administrative tasks, outside their regular shifts. Administrators can configure approval rules, such as automatic or supervisor approval, and set flexible timing options for requests. The feature supports team-specific activity assignment and provides an audit trail.

Shift Bidding

This allows agents to select and rank their preferred weekly shift patterns during an active bid process. Agents can view available patterns, rank them according to their preferences, and submit bids within a timeframe. Administrators can monitor the progress of the bid process, preview results, & finalize assignments.

Handle Messages



This allows agents to efficiently manage and respond to messages from supervisors, planners, or system-generated notifications. Agents can read and acknowledge messages, reply with predefined responses or custom text, and access related requests for more details

Change Settings

This allows users to customize their interface and system preferences. Key options include managing passwords, selecting language and date formats, and more.

Agent Schedule Messenger (ASM)

ASM is a compact window that allows agents to monitor their schedules while working in other systems. It provides real-time notifications for schedule changes, upcoming breaks, and transitions.

Calendarlink

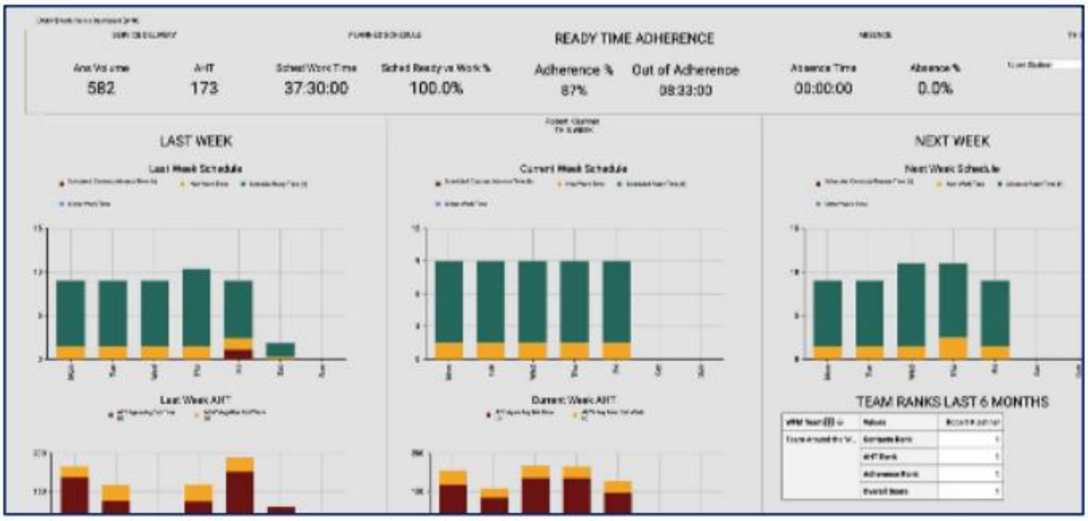
Calendarlink enables agents to subscribe to their schedules using third-party applications such as Microsoft Outlook, Google Calendar, and Apple Calendar.

Manage your notification settings

Calabrio gives agents and managers control over notification preferences, ensuring they receive timely alerts for critical events like shift bidding, adherence, absence, overtime, and shift trades. With flexible delivery options including desktop, in-opp, and mobile teams can stay aligned and respond quickly to changes.

View Reports

This allows users to access performance reports to track individual and team progress over time. Using the MyReport dashboard, agents can view key performance metrics such as readiness adherence, average handling time, talk time, after-call work, and the number of calls answered. Additionally, users can check the Leaderboard to see top performers based on badges earned. Reports can be customized and accessed for both personal and team-level performance, with historical data available for deeper insights.



Mobile App Access

The MyTime mobile application is dedicated to agents, specifically. It allows agents to access their schedule information from anywhere, ensuring they have the most up to date schedule information. Employees can easily view their schedule, set their schedule preferences, submit and manage time-off, bid on shifts, and sign up for OT/VTO - allow for a more flexible scheduling environment. However, Calabrio WFM is a browser-based solution so all of the functionalities can be accessed from a mobile device browser in the same manner as it would on a desktop/laptop device.

- **Easy to Deploy:** Web-based setup with simple configuration and strong security.
- **Mobile-Optimized Desktop Version**: Responsive design for mobile-friendly access on any device.
- **Schedule Requests:** Request time off or sign up for OT/VTO; get instant change notifications.
- **iOS and Android Compatible:** Accessible via iOS/Android apps or any web-enabled device.
- **Full Schedule Visibility:** Everyone shares the same up-to-date schedule view-agents to planners.
- **Efficiently Streamline Communications:** Quickly send updates to keep your team informed and aligned.

WFM Agent Assist

Calabrio Agent Assist is a GenAI-powered assistant embedded directly into the WFM experience, designed with an agent-first approach. It enables conversational, real-time self-service for daily scheduling needs such as checking shifts, requesting time off, or volunteering for overtime, all while adhering to business rules and policies. Context-aware and policy-driven, it ensures accurate, actionable responses, and with its mobile-friendly, globally scalable design, it empowers agents to manage their schedules seamlessly.

Shift Bidding

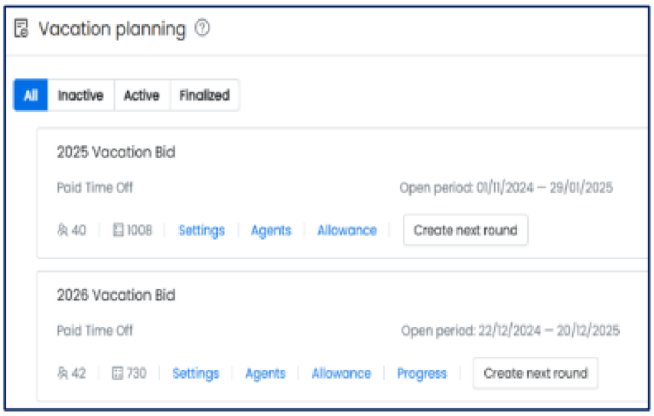
The Shift Bidding empowers organizations to align employee preferences with operational requirements by enabling agents to bid on preferred weekly shift patterns. Administrators can configure bid processes by selecting eligible agents, defining ranking criteria (such as seniority or performance metrics), and specifying available shift patterns. The module supports a preview phase, allowing agents to review shift options before bidding, and provides tools to monitor bidding progress and finalize assignments. Once finalized, agents are scheduled.

Staffing

Staffing provides a view of staffing levels by comparing forecast agent requirements with scheduled agents for specific skills or skill groups. It enables monitoring of overstaffing or understaffing situations, allowing for immediate adjustments to maintain optimal service levels. The module also supports the inclusion of shrinkage factors to account for variables like absences. Additionally, staffing data can be exported for further analysis or shared with external partners, facilitating collaborative planning during peak periods or when utilizing external resources.

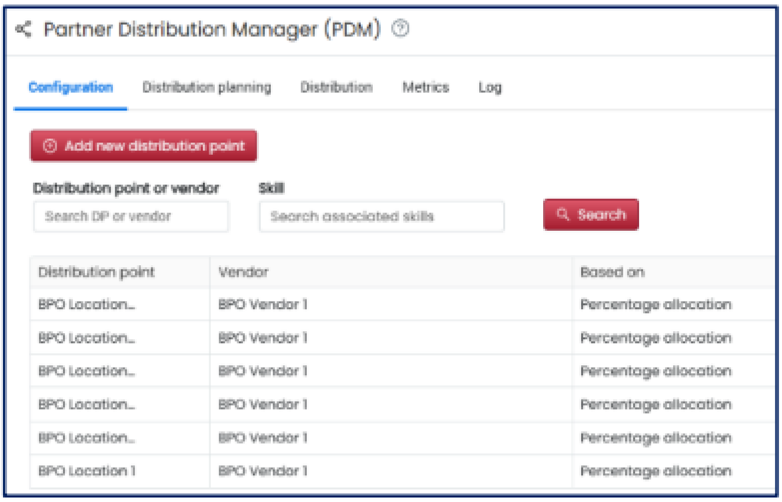
BPO Exchange

The BPO Exchange facilitates seamless collaboration between organizations and their outsourcing partners. It enables the secure sharing of staffing forecasts, schedules, and performance data, ensuring alignment across all parties. By providing a centralized platform for data exchange, the module enhances transparency, streamlines communication, and supports efficient workforce planning.



Vacation Planning

The Vacation Planning module in Calabrio WFM automates and simplifies the vacation request process. It allows administrators to configure planning periods, set ranking rules, and define vacation allowances. Agents submit ranked vacation preferences, which are processed fairly based on set criteria. The module supports flexibility through change requests and ensures efficient, transparent time-off management.



Gamification

Gamification module is designed to enhance agent engagement and performance through structured, game-like elements. It enables administrators to set up weekly or monthly game periods, during which agents earn bronze, silver, or gold badges based on key performance indicators such as the number of answered calls, average handle time, and ready-time adherence. These badges are awarded using predefined thresholds or ratio conversions, and the system supports the import of up to ten external performance measures for badge calculations. Gamification rules can be assigned to specific sites and teams, allowing for tailored motivational strategies across the organization. Additionally, the module includes features for recalculating badges and provides leaderboard reports to recognize top-performing agents.

Payroll Integration

This streamlines the process of exporting payroll-related data by allowing administrators to extract information on scheduled activities and absences. It supports three standard export formats; activities, time, and detailed exports and offers the flexibility to create customized exports tailored to specific payroll system requirements. The module ensures accurate compensation calculations by incorporating multiplicators for extra compensation scenarios, such as shift allowances and overtime.

Notifications

Notifications enable alerts for key workforce events. Calabrio enables administrators to centrally manage notification settings for their business units, ensuring agents, supervisors, and team leaders receive timely alerts for critical events such as shift bidding, adherence, absences, overtime, and shift trades. With flexible configuration and role-based controls, organizations can streamline communication, reduce missed updates, and maintain operational alignment.

Absence Attributes

With Absence Attributes, administrators can tag different types of absences (e.g., sick leave, emergency leave) for better categorization and analysis. This allows for more granular tracking, forecasting, and reporting, which is essential for effective absence management and operational planning.

Integration Self Service

The Integration Self-Service module in Calabrio WFM allows administrators to independently manage and deploy integrations with external systems, such as CCaaS platforms and HRMS. It features a comprehensive dashboard for monitoring the status of active integrations, flexible configuration options for syncing agent data and other relevant information, and a structured deployment process for historical and real-time integrations. Additionally, the module offers integration health monitoring, role-based access control, and color-coded status updates to quickly identify issues. This self-service approach streamlines integration management, enhancing operational efficiency and control for administrators.

Dynamic Scheduling

This is an add-on feature that empowers agents to influence their schedules while ensuring organizational staffing needs are met. Administrators can create availability templates with specific hours of operation and validation rules, which are then used to generate availability forms for agents. Agents submit their availability through these forms, and a point system encourages selection of less popular shifts, such as early or late hours. Schedulers can then use this information to create optimized schedules that align with both agent preferences and business requirements. This approach enhances flexibility and agent engagement in the scheduling process.

Performance Management

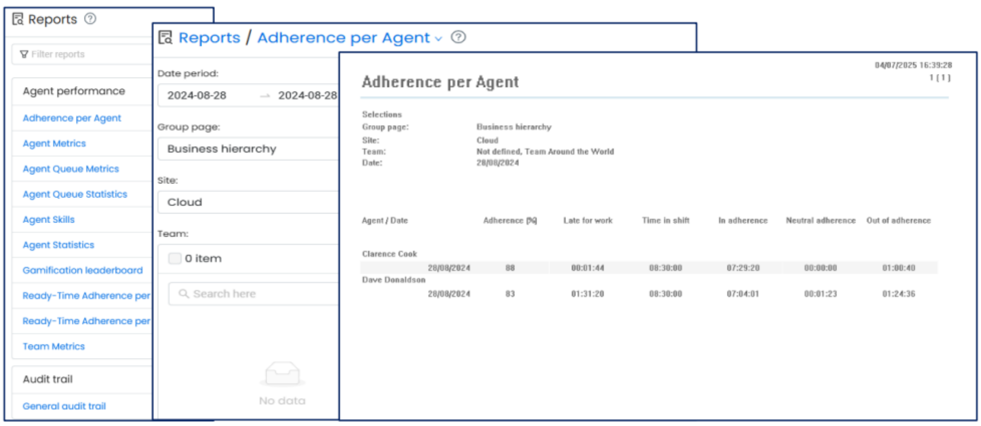
Calabrio allow supervisors to track key metrics such as daily adherence, number of interactions handled, and average handle time. These metrics are displayed on customizable KPI Dashboards and can be filtered by agent, team, or group. The system helps ensure agents are adhering to their schedules, improving efficiency, and enabling better coaching based on performance trends. Performance management is an ***add-on module.***

Reporting

Reports

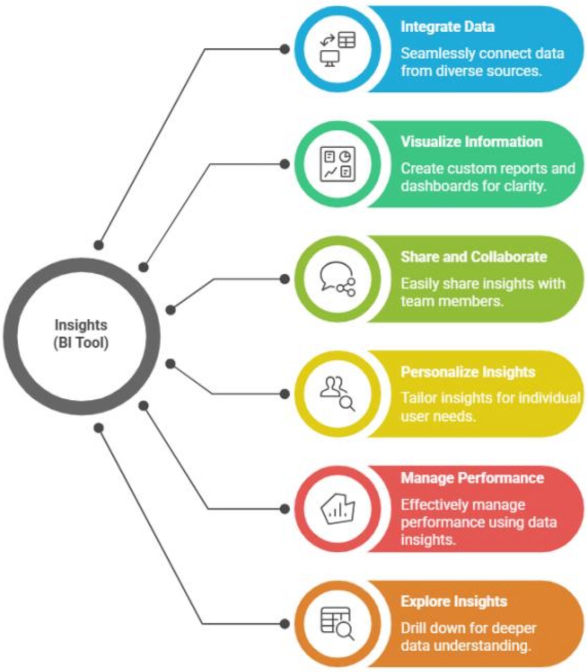
The Reports offers a suite of standard reports that provide insights into various aspects of contact center operations. These reports cover key areas such as agent performance, scheduling, forecasting accuracy, service levels, and adherence. Administrators and team leaders can generate reports in formats like PDF, Excel, or Word, with options to filter data by date ranges, teams, skills, and other criteria. The module supports scheduled report generation and email distribution. Access to specific reports and data is governed by user roles and permissions.

Additionally, Calabrio offers Insights, a business intelligence tool that extends the reporting capabilities of WFM. Insights let you create custom dashboards and reports. With a user-friendly interface, drag-and-drop functionality, and support for data visualization, Insights empowers users to analyze trends, monitor KPIs, and make data-driven decisions across workforce operations.



Insights (Business Intelligence Tool)

Calabrio has a standard reporting tool called Insight, that is built into the standard user interface. This suite-wide feature delivers added business intelligence, integration, and flexibility across Calabrio ONE. In addition to a robust set of pre-built visualizations, it provides users with the ability to easily create and customize personalised reports and dashboards. Because Insights utilizes an integrated data model that supports blended, non-siloed reporting, users can easily combine QM, WFM, as well as Analytics data into a single report or dashboard and use these comprehensive sources of workforce optimization information to fuel better decision making.



Dashboards can also be utilized as a user's homepage. The tool offers thresholding, configurable and customizable KPIs, export in standard file formats (xis, csv, pdf, jpeg, png, html) and a variety of formats.

You'll enjoy the benefits of a robust, scalable, and user-friendly BI solution that will empower your organization to make data-driven decisions and gain a competitive edge in the market.

Insights allow users to create reports and dashboards that provide the specific information they need. Users can decide which type of chart or table best displays their data and can customize the chart to show only the measures they want to see.

Insights Data Export Service

This Service allows organizations to export data from Calabrio's Insights data lake to their own Amazon S3 buckets, enabling seamless integration with external systems. It provides a manifest file for each export, detailing status, row counts, and metadata. Additionally, Calabrio can provide a Datamart and/or database views of the Calabrio solution data for use in other reporting tools or export datasets via API.

7. Performance Management

Performance Management is a new solution in Calabrio that brings coaching, performance metrics, and agent development together in one place. It helps track coaching conversations, monitor progress over time, and integrate key QM and WFM metrics into a unified experience.

My Calabrio is a new centralized hub to manage performance, introduced as part of the Performance Management solution. It is a personalized hub where agents and supervisors can access their:

Agents

- WFM Schedule
- Coaching Sessions
- Request Coaching
- View their personalised progress

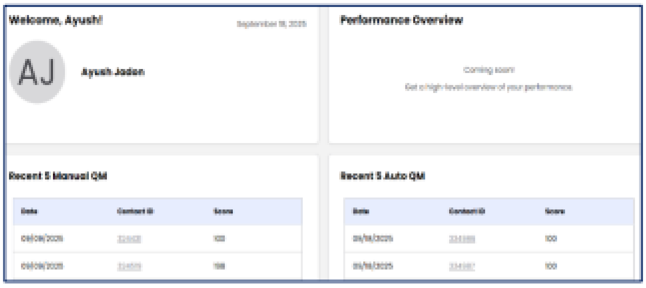
Supervisors/Coaches

- Create coaching sessions and custom benchmarks
- Identify trends and track progress
- View their teams progress

Features of Performance Management

Empower with My Calabrio

A personalized hub to manage performance. Empower agents with clear goals, timely feedback, and access to growth tools, while giving supervisors centralized coaching, actionable insights, and measurable impact, all in one place.

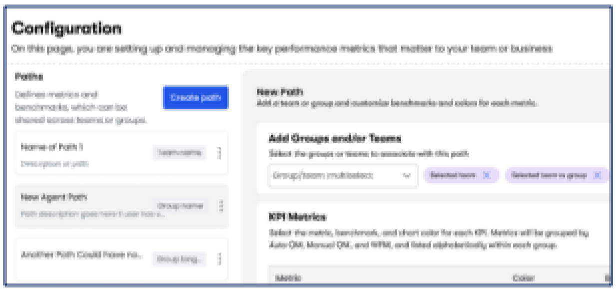


KPI Dashboard to track what matters most

The KPI Dashboard gives agents a clear view of key metrics tied to their personal goals, helping them understand performance while fostering daily ownership and accountability.

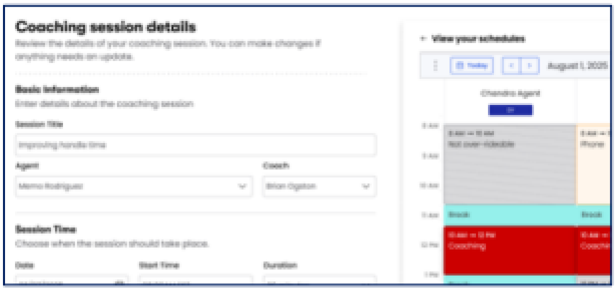
Custom benchmarks

Custom Benchmarks let organizations tailor performance paths for specific teams or groups by setting unique KPI targets such as AHT, scores, or fail rates while providing flexibility to adapt benchmarks as teams grow and evolve.



Streamline coaching setup

Streamline Coaching Setup makes it easy to schedule sessions and assign coaches, aligning each session to targeted KPIs and performance goals, with seamless WFM integration for smarter scheduling.



Tracking mini goals

Tracking Mini Goals breaks larger objectives into manageable steps, giving agents clear milestones to stay focused, making progress visible and easier to track, and supporting continuous growth through structured coaching.

Coaching is Actionable and Trackable

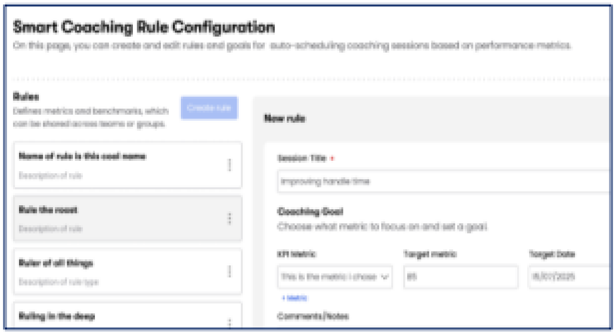
Coaching is actionable and trackable with sessions that are easy to manage, goals directly tied to performance improvement areas, and built-in timelines with progress tracking to ensure accountability.

Measure what's working

Measure What's Working by tracking coaching impact across teams with an intuitive, all-in-one view that highlights trend, enables quick action, and uses data to refine strategies for continuous improvement.

Smart Coaching Scheduling

Smart Coaching Scheduling automates the creation of coaching sessions, reducing manual work for supervisors and ensuring timely, data-driven support. By delivering consistent, personalized sessions, it strengthens accountability for both agents and coaches.

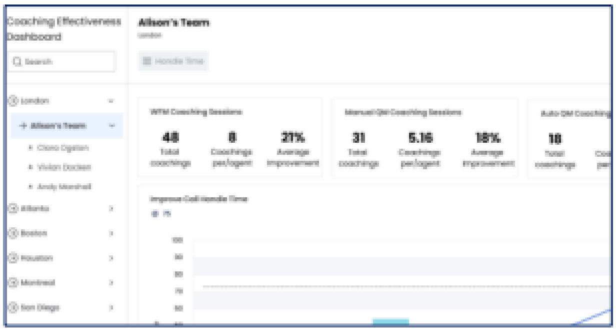


Features of Performance Management Enterprise

All Performance Management features plus;

Custom Metrics

Bring Your Own Data - Custom Metrics let you bring in your own data to unlock deeper insights by connecting key business measures like CSAT, NPS, Resolution Time, FCR, and Sales Conversions. With flexible integration options CSV upload or automated API, you can enrich agent performance data



8. User Training and Support

Training

SVL offer a full range of training programmes that enable organisations to gain maximum return on investment from deployments

Our Certified Trainers have a wealth of knowledge gained from working with customers in diverse market sectors and take the time to gain a detailed understanding of customer needs and objectives. This enables the delivery of personalised training tailored to specific requirements at a pace suitable to every participant.

Training services can be carried out on completion of installations, following system upgrades, to cover during holiday periods or times of sickness as well as refresh sessions on a regular basis.

Training programmes vary in length from half day sessions to 15-day courses or longer and can be delivered as web-based sessions, at customer offices or hosted at SVL's premises.

Maintaining our own team of certified trainers means that SVL can generally support shorter lead times than would typically be the case with vendor delivered training. This also allows SVL to retain more control over the training delivered to our customers in terms of content, quality and commercials.

Training is planned and delivered during the build phase of any project to ensure that knowledge is transferred to the customer all the way through. Training agendas will be agreed and provided prior to the training commencing.

Become Part of our CX Practice

When you choose SVL, we take a personalised approach to your project becoming partners with a shared objective. Great account management is at the heart of everything we do to build and maintain long standing relationships with our customers. We do not sell 'technology for technology sake'.

SVL have made significant investment in our pre-sales, sales, engineering, consultancy and training departments to deliver what we believe is a 'true' CX Practice. What we mean by this is that we offer the full range of Consultancy & Training Services that ensure that our customers can make the most of their solutions and maximise ROI.

We provide unparalleled ongoing support through Networking Groups & other events alongside our partnership approach to account management. We support our customers through the whole journey and for the long-term. Best practice sharing is facilitated through our various networking events and vast customer base.

Our team are widely regarded as experts in the solutions that we provide and we are proud of the CX Practice we have built which we feel, differentiates us in a very competitive market from being, a company who sell technology, to being a company who work closely with our customers to provide the full support wrap required to ensure that you are getting the most from any solution you invest in, both now and for the future.

Whilst as expected we have a centralised single point of contact for support, we also ask our consultants to be proactive in support. By getting to know you and your organisation through our onboarding and ongoing support processes we remain vigilant and on the lookout for anything we believe will assist. Being cutting edge technology, new releases are frequent and we want to ensure that you are able to embrace enhancements that are relevant to you at the earliest opportunity.

SVL will ensure that end users are aware of all functionality and development and will actively encourage participation in networking groups and other events.

9. Support Services

SVL support operations are based on ITIL best practices. We run a multi-tiered, multi-disciplinary support team covering our product portfolio. The primary goal of our Incident Management process is to restore normal service operation as quickly as possible and minimise any adverse impact on business operations.

Incidents are logged with our Service Desk who will gather details, agree an incident priority and provide a unique incident reference number. The incident will then be assigned to an appropriate engineer for investigation. Incidents will be escalated through our support tiers and where appropriate to the equipment vendor. We communicate the status and progress of the incident throughout the incident lifecycle.

Our Incident Management process includes automatic notification and escalation of any security incidents or incidents that may involve data loss.

Our Incident Management process and support personnel work closely with our Problem Management and Change Management processes and teams to ensure minimum risk and disruption.

Our support centre hours are Monday to Thursday 9am to 5pm and 9am to 4.30pm on Fridays (excludes Bank Holidays). Calls outside of these hours are covered by designated on-call engineers.

Service Levels

SVL provide three levels of support as standard with the option of a tailored service to meet specific requirements:

SERVICE LEVEL	PLATINUM	GOLD	SILVER
COVERAGE HOURS	24 hours per day, 365 days per year	7am to 10pm, 7 days per Week (excludes UK bank holidays)	8am to 6pm, Monday to Friday (excludes UK bank holidays)

TECHNICAL RESPONSE TIMES

Severity 1	30 mins	30 mins	30 mins
Severity 2	4 Hours	4 Hours	4 Hours
Severity 3	24 Hours	24 Hours	24 Hours
Severity 4	24 Hours	24 Hours	24 Hours

Incident Priority Classification

Incidents are classified based upon the impact upon functionality, data integrity and operational impact:

PRIORITY	DESCRIPTION
SEVERITY 1 – CRITICAL	**Definition** – Immediate and substantial business impact, typically a total loss of access to functionality of the Calabrio Products **Example –** No access to Calabrio WFM system for ALL users
SEVERITY 2 - HIGH	**Definition** – Manageable Incidents, substantial business impact but does not create a total loss of access to functionality of the Calabrio products. **Example** – Realtime adherence has stopped updating, Unable to generate forecasts/schedules, agents get an error message when they try to enter preferences or absence requests in MyTime
SEVERITY 3 – MEDIUM	**Definition** – There is a business impact, but the functionality of the Calabrio Products remains mainly operational. **Example –** One agent does not get a schedule when I perform the automatic scheduling

SEVERITY 4 – LOW	**Definition** – No business impact / “Nice to have” **Example –** On one tab in People, “Agent” is spelt “Aggent”

10. Onboarding / Offboarding

Onboarding

An SVL project manager will be assigned to manage all on-boarding projects and will be the main point of contact from point of order through to handover to support. Our project management team are all experienced, PRINCE2 certified project managers who ensure the project runs smoothly and has appropriate documentation and communication throughout.

Our Software as a Service (SaaS) and Infrastructure as a Service (IaaS) products have been designed to be deployed very quickly. Where elements of infrastructure are required, our project managers will control all aspects of the delivery.

Prior to order, our account manager and technical and operational consultants will work with customers to agree the best approach for training and consultancy to ensure a smooth transition and maximum customer benefit. This will be documented in the Statement of Work and delivered as part of the project.

Training and consultancy can be delivered onsite or remotely/via virtual classroom according to customer requirements and priorities. Where necessary, additional go-live support can be provided.

SVL have a well-documented process which underpins the transition from project to support. This process ensures that projects transition in a controlled way, that our systems are updated, and our support teams are aware of all new customers and services.

Offboarding

Our service can be cancelled in writing and according to the terms and conditions specified within the contract.

SVL will work the customers to agree the best approach according to individual customer requirements. This can include:

- Secure extraction and delivery of all customer data
- Certified deletion of customer data
- Handover of technical and configuration documentation relating to the customer deployment

11. Ordering and Invoicing

All customers are assigned an SVL Account Manager who will be the first point of contact prior to order and on an ongoing basis for commercial and general account discussions. Details of all services to be delivered will be agreed and documented in a Statement of Work which must be signed off by both parties prior to order.

A purchase order must be provided before service commences.

- In general, for cloud services we offer the option of paying annually in advance or monthly by direct debit
- For consumption-based services, monthly payments may vary based on usage (subject to prior agreed limits)
- Payment terms for invoices are 30 days
- All prices quoted are subject to VAT at the prevailing rate

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