



Contact Center specialist CCT expands portfolio with software suite from American WFO and Analytics expert Calabrio

Partner agreement for the sales, implementation, support and marketing of Calabrio's solution suite in the German-speaking markets

October 2019 - Frankfurt, Germany and Miami, USA. CCT Deutschland GmbH, software provider and system integrator for Omnichannel-Contact Center solutions, and Calabrio, provider of Customer Experience Intelligence Software, have signed a partner agreement. CCT will integrate Calabrio's software suite into customer projects and market it accordingly.

Calabrio's workforce engagement management (WEM) solutions elevate the customer experience and drive strategic business growth. The integrated Calabrio ONE® software suite — including call recording, quality management, workforce management and analytics solutions — enables contact centers to accomplish more with less effort.

"We follow the market very closely to find products that complement our portfolio, and we've had Calabrio in our sights for a cooperation for quite some time," explains Stefan Kovacs, Director Sales & Marketing, CCT. "Now, with the recent acquisition of Teleopti, the company has added a European WFO know-how component to its American technology. This has finally convinced us and we are pleased to be able to offer our customers the innovative Calabrio tools for Customer Experience Intelligence".

Placed as "Visionary" in Gartner's February 2019 Magic Quadrant Workforce Engagement Management, Calabrio was named a "Customers' Choice 2019" in Workforce Engagement Management in the Gartner Peer Insights report, which is based on consumer ratings.

"As Calabrio continues to grow across the EMEA region by triple digits each quarter, we are delighted to partner with CCT to focus our expansion on the German market and to help our joint customers improve their omni-channel customer engagement through the use of our innovative Intelligent, fully Integrated Contact Center Workforce Optimization and Analytics Suite", said Kris McKenzie, Senior Vice President and General Manager for EMEA at Calabrio.

CCT is an architect and systems integrator for Omni-Channel Contact Center projects. Their portfolio includes strategy and technology consulting as well as implementation and support of complete cloud-based contact center (CC) and unified communications (UC) solutions.

About Calabrio

Calabrio is the customer experience intelligence company that empowers organizations to enrich human interactions. Through AI-driven analytics, Calabrio uncovers customer behavior and sentiment, and derives compelling insights from the contact center. For more information, visit <https://www.calabrio.com/> and follow [@Calabrio](https://twitter.com/Calabrio) on Twitter.

About CCT

CCT Solutions provides comprehensive unified communications and contact center solutions for large and medium-sized companies. The company has many years of experience in contact center systems integration and expertise in meeting company-specific requirements (also by own application development) thus providing significantly increased value and efficiency in customer communication. For more information visit the CCT website cct-solutions.com/en/

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