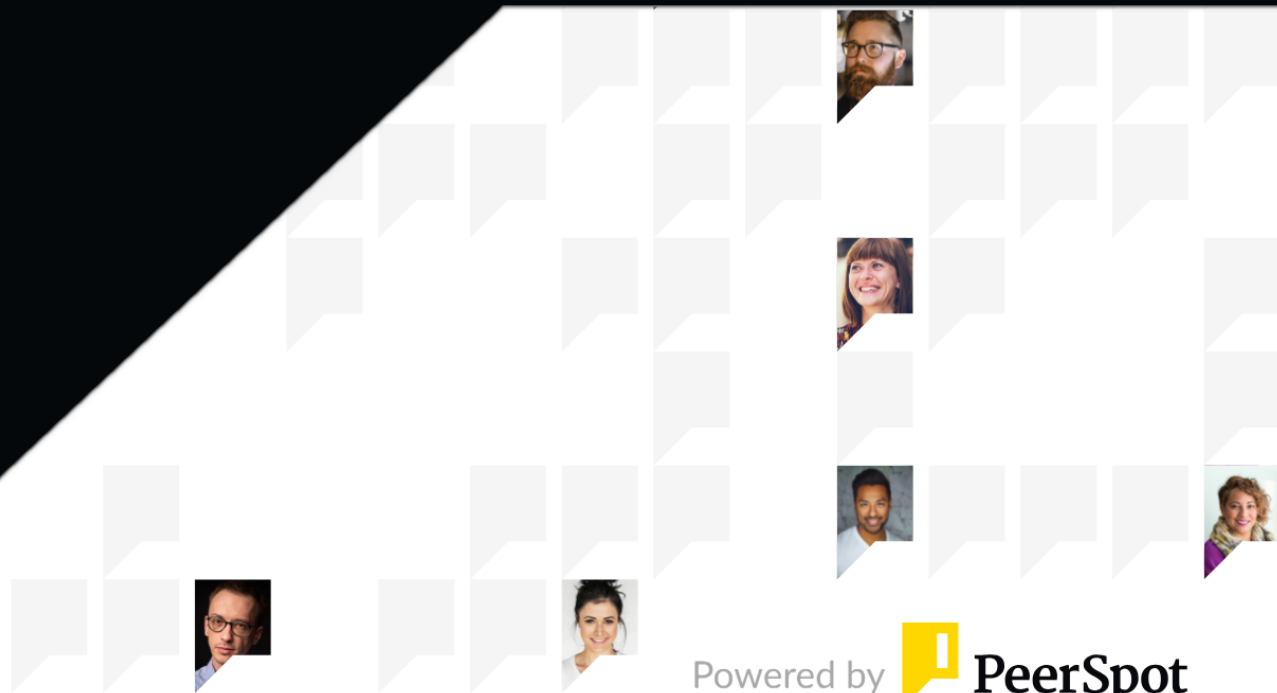




**Calabrio ONE**

# **Reviews, tips, and advice from real users**



Powered by  **PeerSpot**

# Contents

Product Recap..... 3 - 4

Valuable Features..... 5 - 12

Other Solutions Considered..... 13 - 15

ROI..... 16 - 17

Use Case..... 18 - 21

Setup..... 22 - 24

Customer Service and Support..... 25 - 27

Other Advice..... 28 - 31

Trends..... 32 - 33

About PeerSpot..... 34 - 35

# Product Recap



Calabrio ONE

# Calabrio ONE Recap

Calabrio ONE is a comprehensive suite designed for customer experience management, offering workforce optimization, analytics, and performance management features to streamline contact center operations.

Calabrio ONE delivers tools to enhance staff productivity and elevate customer interactions. With analytics-driven insights and workforce management capabilities, it empowers organizations with data-led decision-making for operational efficiency, ensuring streamlined communications and superior performance metrics across all contact points.

## What features define Calabrio ONE?

- **Workforce Management:** Optimizes scheduling, forecasting, and staffing to enhance customer service efficiency.
- **Quality Management:** Provides tools for call recording and performance evaluation to guarantee service consistency.
- **Analytics:** Delivers deep data insights to improve operational strategies and customer satisfaction.
- **Performance Management:** Offers dashboards and reports to track and improve individual and team KPIs.

## What are the benefits of using Calabrio ONE?

- **Increased Efficiency:** Streamlines workflows to reduce operational costs and time.
- **Enhanced Customer Satisfaction:** Improves service quality and response times.
- **Data-Driven Decisions:** Empowers managers with insights to make informed policy changes.
- **Scalability:** Supports growth and adaptability in dynamic environments.

Calabrio ONE finds application in industries like finance, healthcare, and retail for improving customer service operations. It integrates seamlessly within industry-specific workflows to deliver scalable, tailored experiences that drive business goals effectively and ensure a competitive edge through enhanced service delivery.

# Valuable Features

Excerpts from real customer reviews on PeerSpot:



“Calabrio ONE has increased agent satisfaction to a great extent.”



**Jaleelakadheer Mohideen**

Operation Planning Associate at a financial services firm with 5,001-10,000 employees



“Calabrio ONE positively impacts our organization by making adherence increase, even though scheduling takes the same amount of time.”



**Yohan Gonzales Torres**

WFM Analyst at Teleperformance



“Calabrio ONE has positively impacted my organization by helping us with time management, scheduling shifts, and enhancing efficient workflows, and I can say that it is the game changer in that field.”



**Bethanywalstad Wallister**

Java Application Developer at Hexaview Technologies



“Calabrio ONE definitely impacts our organization positively by being more efficient for us on the workforce management side.”



**Acoaria Costa**

real time workforce analyst at a tech vendor with 10,001+ employees



“I have used many tools such as Verint, IEX, and Avaya, but I saw that Calabrio ONE was far better than other tools.”



**Abhimanyu-Kumar**

Workforce management analyst at CONCENTRIX INDIA PVT LTD



“Calabrio ONE has positively impacted our organization as the clients were happy with the implementation; they initially used NICE and switched to Calabrio ONE.”



**Ary**

Network Consultant at a tech vendor with 10,001+ employees



“I find Calabrio ONE much more efficient than the system we were using before, which I cannot even remember the name of because it was that ineffective.”



**Mohammed Simjee**

Sales, Retention, And Customer Service Agent at a insurance company with 1-10 employees

## What users had to say about valuable features:

“I use scheduling the most in Calabrio ONE.

Calabrio ONE is a great tool to use with multiple features that allow me to add schedules very easily and onboard users in bulk. The main feature I really appreciate about Calabrio ONE is the ability to perform bulk operations rather than single operations. For example, if I need to onboard 100 agents, I can onboard all 100 agents at once rather than adding them one by one.

Calabrio ONE positively impacts my organization and makes things better. It is very easy to use, and anyone can operate it because it is very simple..”

### Verified user

Assistant Manager at a tech vendor with 10,001+ employees

[Read full review](#) 

“The user interface is very nice for Calabrio ONE, and the real-time adherence dashboard is also very nice. It is very easy to understand, and uploading the schedule is also straightforward. The AOD and ADU features are very helpful to route the ticket in Calabrio. The case management system and ticket management system are also excellent.

“For real-time adherence, it is very easy because we can identify which engineer is not following the schedule and easily identify when our SLA is going down. We can call out with the help of the real-time adherence dashboard, and I appreciate that it is mapped with the schedule..”

**Abhimanyu-Kumar**

Workforce management analyst at CONCENTRIX INDIA PVT LTD

[Read full review](#) 

“In my opinion, the best features that Calabrio ONE offers include an easy-to-use interface that is really helpful and handy, and PTO quotas was the biggest challenge I have ever worked on in my previous organizations, along with the schedule visibility and how the reports are downloaded from Calabrio ONE, making the reporting part and PTO quotas the main focus.

“The accuracy and reliability of output from Calabrio ONE were absolutely trustworthy.

“The AI capabilities of Calabrio ONE were really helpful, and the governance part was also brilliantly taken care of, so I did not need to think twice before sharing the data or giving access to the staff; it was top-notch, and I was really happy..”

**Verified user**

Sr Analyst at a tech vendor with 10,001+ employees

[Read full review](#) 

“My favorite feature of Calabrio ONE is the meetings feature. We used to schedule agents for their check-ins with their supervisor very manually through Outlook and then add it into Calabrio, which meant being in two tools. Once we discovered the meetings feature where supervisors add in their available time into Calabrio, it auto-schedules for us, which is my favorite tool because it definitely simplified a process that took us much longer before.

The meetings feature has saved a lot of time. Before, on a weekly basis, scheduling check-ins for the whole call center took us probably around four to six hours, whereas now it takes us about an hour a week. We just really have to go in, make sure that supervisors have their hours added, and then we schedule the meetings through Calabrio. The only thing that does take time sometimes is that the tool has issues where it doesn't schedule everyone even though there's availability, so we'll have to move a couple of people to get the remaining people scheduled for their check-ins. Overall, it's definitely way more efficient than the tool that we had.

Calabrio ONE definitely impacts our organization positively by being more efficient for us on the workforce management side. The adherence tool is a lot more efficient than going individually and seeing if agents are where they're supposed to be. We did have the self-scheduling feature before, which agents loved, but unfortunately due to company reductions, they had to get rid of self-scheduling. That was definitely a positive that agents enjoyed from Calabrio when that was an option..”

**Acoaria Costa**

real time workforce analyst at a tech vendor with 10,001+ employees

[Read full review](#) 

“Calabrio ONE has made things smoother and more reliable for my team because it is very reliable when it comes to time management. It provides real-time updates to ensure that I never miss any shift change, which is a huge benefit for my daily workflow.

“The best feature that Calabrio ONE offers in my experience is very reliable and fast customer support. What makes the customer support reliable is that when we contact them with an issue, they usually respond very quickly and provide the right feedback on most of the inquiries that we make regarding the operation of Calabrio ONE.

“Regarding the features, the automation in Calabrio ONE is impressive because the platform helps us automate workflows and deliver measurable outcomes. Calabrio ONE has positively impacted my organization by helping us with time management, scheduling shifts, and enhancing efficient workflows. I can say that it is the game changer in that field.

“The accuracy and reliability of output from Calabrio ONE are impressive, especially when using it for AI intelligence for forecasting, as it provides accurate and consistent data that helps us plan for our shifts. The governance and security of Calabrio ONE are very high because they have secured the data with end-to-end encryption, and they govern our data efficiently without any cases of data leakage or mismanagement that I have heard of..”

**Bethanywalstad Wallister**

Java Application Developer at Hexaview Technologies

[Read full review](#) 

“After studying Calabrio ONE throughout those years, I really appreciate the recording, workforce management, and quality management features, including advanced analytics of Calabrio ONE, which were performing well at that time in comparison to other software systems. I am mostly concentrated on the recording part, and I was part of the installation, specifically the 11.5 version. There were a few things that could have been improved at that point in time, but I believe that in the latest version, Calabrio ONE has improved.

“I have tested thoroughly the recording features of Calabrio ONE, and it has sentiment analysis; when you see the recording, if you have configured some words, it tells you whether the customer is happy or angry, showing the emotion of the customer during the recording. Calabrio ONE's recording interface is very easy to access, very easy to explore, and every option is clearly mentioned. Once you click on the recording, it is easy to configure how to save it. When you analyze the recordings, you can clearly see a graph and sentiment analysis. Calabrio ONE has also added the natural language feature, so even if you're using a bot or the other person is using a bot, they can assess those things. That is one of the best features I appreciate.

“Calabrio ONE has positively impacted our organization as the clients were happy with the implementation; they initially used NICE and switched to Calabrio ONE. Calabrio ONE's initial versions, before the 10.x versions, were not very good, but I installed 11.5, which had many features that the customer really appreciated. It helped them arrange their recordings, keeping them for a certain time and then transferring them to a local drive. Calabrio ONE's interface was easy for the customer to understand, and the training we provided helped agents easily grasp how calls were recorded and stored.

“I believe there were metrics indicating customer satisfaction, with at least a 15 to 20 percent increase after using Calabrio ONE software. I am not sure about specific metrics like time saved or fewer errors, as those are with the customer. We had reports during the testing phase focusing on recording features, sentiment analysis, and related aspects..”

**Ary**

Network Consultant at a tech vendor with 10,001+ employees

[Read full review](#) 

## Other Solutions Considered

“I am sure they evaluated other options before choosing Calabrio ONE, but I was not part of that decision-making process and do not have access to that information..”

**Mohammed Simjee**

Sales, Retention, And Customer Service Agent at a insurance company with 1-10 employees

---

[Read full review](#) 

“We did use a different solution before Calabrio ONE, but my experience with it was only for two or three months, and it was ineffective to the extent that I cannot even recall its name..”

**Mohammed Simjee**

Sales, Retention, And Customer Service Agent at a insurance company with 1-10 employees

---

[Read full review](#) 

“I have used many tools such as Verint, IEX, and Avaya, but I saw that Calabrio ONE was far better than other tools. The user interface was good and easy to understand, and anyone can understand it, so that is why I prefer Calabrio ONE..”

**Abhimanyu-Kumar**

Workforce management analyst at CONCENTRIX INDIA PVT LTD

---

[Read full review](#) 

“We were using Variant. I would say Variant had many more options. The reason for the switch was that Variant was not collaborating well with the AWS system we implemented. When we implemented AWS, we had to bring in Calabrio ONE to ensure that both systems were coordinated correctly..”

**Jaleelakadheer Mohideen**

[Read full review](#) 

Operation Planning Associate at a financial services firm with 5,001-10,000 employees

---

“If someone is using Calabrio ONE and is happy, I encourage them to keep using it, but there are other software options in the market. Many CCaaS providers offer built-in features for recording and reporting, which is something to consider unless there are specific requirements for using Calabrio ONE..”

**Ary**

[Read full review](#) 

Network Consultant at a tech vendor with 10,001+ employees

---

“I previously used NICE IEX, Verint Monet, Verint WFE, and Aspect EWFM, but the best part of using Calabrio ONE was the ease of access, the hands-on experience, and the interface. Everything was really good, but due to some organizational changes or agreement parts, we switched to another solution; I am not in a position to tell you exactly what happened on the senior stakeholder management decision level, but I believe that was the reason we switched to some other WFM tool..”

**Verified user**

Sr Analyst at a tech vendor with 10,001+ employees

[Read full review](#) 

# ROI

Real user quotes about their ROI:

“I have not seen specific outcomes or metrics from the organization because of the policies, but it is a fact that five years back, it helped specifically , one of my clients in beverage company..”

**Adarsh Tiwary**

Senior Technical Lead at a comms service provider with 10,001+ employees

[Read full review](#) 

---

“I would say I have seen a return on investment since using Calabrio ONE, particularly time saved from the meetings tool for me personally. Going from six hours weekly to schedule check-ins to about one hour weekly to schedule check-ins has been significant, but I don't have many other metrics to give outside of that..”

**Acoaria Costa**

real time workforce analyst at a tech vendor with 10,001+ employees

[Read full review](#) 

“I believe Calabrio ONE has saved money by helping maintain agent adherence, as non-adherence leads to losses for the company. Overall, it has improved adherence in the campaign, coaching agents to keep their stats in check, significantly enhancing productivity..”

**Mohammed Simjee**

Sales, Retention, And Customer Service Agent at a insurance company with 1-10 employees

[Read full review](#) 

---

“I would not say I know how much money we have saved, but according to upper management reports, it does seem Calabrio ONE has been helping a lot. We do have fewer agents required to keep monitoring. The agents we do have on my team are just to ensure that the team leaders and the agents on phones are notified of any changes that impact their adherence. Apart from that, everything is done by Calabrio ONE, so I would say it is good in terms of money saving as well as needing fewer employees..”

**Jaleelakadheer Mohideen**

Operation Planning Associate at a financial services firm with 5,001-10,000 employees

[Read full review](#) 

# Use Case

“My work on Calabrio ONE involves adding and updating schedules, as well as onboarding and offboarding agents.

When I need to onboard or add new agents to Calabrio ONE, I log into my Calabrio account and add the users in Calabrio ONE's remote desktop version. After adding users, I check their schedules and update them if necessary..”

## Verified user

Assistant Manager at a tech vendor with 10,001+ employees

[Read full review](#) 

---

“I use Calabrio ONE for workforce management to upload the schedule, to upload the forecast, to check the adherence for the engineers, to create the people and engineers profiles in the people tab, and for reporting as well.

“I upload the forecast and we create the rotation pattern in Calabrio ONE to provide the schedule for the agents. We also upload the schedule on Calabrio and create new engineers in Calabrio in the people tab. We also get the payroll system from Calabrio reports..”

## Abhimanyu-Kumar

Workforce management analyst at CONCENTRIX INDIA PVT LTD

[Read full review](#) 

“My main use case for Calabrio ONE is for schedule management in our dynamic environment, as it helps us manage our shifts effectively. It helps us strategize on shifts, plan, and ensure that every employee is well assigned within a well-stipulated timeline for working.

“In addition to shift management, I find that Calabrio ONE has AI intelligence features that have recently been integrated, helping us with forecasting that seems to be very accurate as our shift pattern consistently aligns with the actual volume of customer inquiries we receive..”

**Bethanywalstad Wallister**

Java Application Developer at Hexaview Technologies

[Read full review](#) 

---

“My main use case for Calabrio ONE includes scheduling, real-time management, and queue analytics.

“I used to plot schedules for the agents in Calabrio ONE, and I check the performance, how the volume is coming in, what the AHT is, and what the schedule adherence for the advisors is.

“The best part about my main use case is that Calabrio ONE offered a leave balance update, and with PTO quotas available there, I just used to update the PTO quotas, and it showed what the leave balance is per agent..”

**Verified user**

Sr Analyst at a tech vendor with 10,001+ employees

[Read full review](#) 

“My main use case for Calabrio ONE is for reporting, as I have implemented Calabrio ONE for one of our clients called FedEx. They use Calabrio ONE for reporting, so we integrated Calabrio ONE with our contact center and provided the recordings and WFM feature through Calabrio ONE.

“In our case, Calabrio ONE is specifically used for recording and reporting purposes, but WEM or WFM, as some people mention it, is also one of the features. Although the priority is still recording, they want to keep their recordings through Calabrio ONE on their own servers, so it is an on-premises solution that we installed and implemented.

“I have installed Calabrio ONE for several customers in the public cloud, and for FedEx, it was an on-premises solution installed in the customer's environment..”

**Ary**

Network Consultant at a tech vendor with 10,001+ employees

[Read full review](#) 

“My team as a whole uses Calabrio ONE for forecasting, reporting, and scheduling. In my actual role, my day-to-day usage is more focused on scheduling and tools like Intraday Adherence for monitoring agents in real-time, adding different items to their schedules such as meetings, reviewing staffing, and shift bidding.

While I'm in the real-time management position, which we call the hot seat, I use Intraday in Calabrio ONE to view what our staffing trends are for the day and see if we're coming under or over the volume that we forecasted. I assess whether we're understaffed or overstaffed so that I can make moves for agents in different contact channels. We also use the schedule tool because we change their blocks of time to different channels based on if movement is needed. We utilize the requests feature so that if agents have any time off that they've requested, and adherence to ensure that they are in the right contact channel. Those are the things that I use in my day-to-day.

We also tend to use reporting in Calabrio ONE. I don't use it in my day-to-day, but my team as a whole does use the reporting to get an idea around past trends with adherence, staffing, and volume..”

**Acoaria Costa**

real time workforce analyst at a tech vendor with 10,001+ employees

[Read full review](#) 

# Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“I would advise others looking into using Calabrio ONE to try it and deploy it, as it does not cost a lot to have a lab set up initially compared to the peers..”

**Adarsh Tiwary**

[Read full review](#) 

Senior Technical Lead at a comms service provider with 10,001+ employees

---

“The spreadsheets were unnecessarily complex and did not utilize enough data to back up the decisions being made nor did it follow industry standards for a service desk. .”

**Verified user**

[Read full review](#) 

Calabrio WFM and QM Administrator at a healthcare company with 10,001+ employees

---

“It was above my pay grade to evaluate options before choosing Calabrio ONE because I was a senior analyst back then, and all these decisions were taken care of by the senior stakeholders..”

**Verified user**

[Read full review](#) 

Sr Analyst at a tech vendor with 10,001+ employees

---

“I do not know about the initial setup because my company provided it to me. I do not know about the costing of Calabrio ONE or the licensing and setup costs because my organization provided it. I did not handle that setup..”

**Abhimanyu-Kumar**

[Read full review](#) 

Workforce management analyst at CONCENTRIX INDIA PVT LTD

---

“I felt that integrating Calabrio ONE with a contact center is straightforward and easy. Calabrio ONE's deployment is easy, and the documentation provided or available on the website is very clear, with screenshots included, making it easier for even a new person undertaking that for the first time..”

**Ary**

[Read full review](#) 

Network Consultant at a tech vendor with 10,001+ employees

---

“The initial setup was straightforward. Although the implementation tech was forced to create all of the users individually as a bulk tool, which was not available at that time. Three years have passed since that time, and they may have worked this out. It did not affect us as the customer, however. .”

**Verified user**

[Read full review](#) 

Telecommunications Engineer at a university with 1,001-5,000 employees

# Customer Service and Support

“One instance when I reached out to the customer service team regarding an Excel sheet inquiry, they responded promptly and informed me about the limitations and why we cannot do it..”

## Verified user

Sr Analyst at a tech vendor with 10,001+ employees

[Read full review](#) 

---

“The customer support for Calabrio ONE is pretty good. They get back to us within 24 to 48 hours if we face any issues or if there are any new updates happening on that end. I am pretty satisfied..”

## Jaleelakadheer Mohideen

Operation Planning Associate at a financial services firm with 5,001-10,000 employees

[Read full review](#) 

---

“I have not interacted with Calabrio ONE support; our support comes locally or from our campaign in the UK. I am unaware of any direct communications with Calabrio ONE support..”

## Mohammed Simjee

Sales, Retention, And Customer Service Agent at a insurance company with 1-10 employees

[Read full review](#) 

### Customer Service:

At first, they were great. Since my initial encounters, it is a hit and miss and really comes down to the agent or technician assigned to help you.

### Technical Support:

Once again, it really is dependent on the technician assigned to your case. I have had technicians who were responsive and catered to my needs and I have had other technicians who didn't seem to understand the system as well as I did and/or I had to constantly check up on the status of my case. .”

#### Verified user

Calabrio WFM and QM Administrator at a healthcare company with 10,001+ employees

[Read full review](#) 

---

### Customer Service:

The customer service is always very good. The only point of improvement that I have shared with Calabrio management is we would appreciate their contact center being staffed 24/7 for after hours support. Right now, calls placed outside of normal hours go to an answer service for callback.

### Technical Support:

It is very good. Their support engineers are always very knowledgeable and issues are resolved very quickly. .”

#### Verified user

Telecommunications Engineer at a university with 1,001-5,000 employees

[Read full review](#) 

“The best feature that Calabrio ONE offers in my experience is very reliable and fast customer support. What makes the customer support reliable is that when we contact them with an issue, they usually respond very quickly and provide the right feedback on most of the inquiries that we make regarding the operation of Calabrio ONE.

“The customer support is awesome, very proactive, and they are easily reachable, always responding to calls quickly..”

**Bethanywalstad Wallister**

Java Application Developer at Hexaview Technologies

[Read full review](#) 

## Other Advice

“My advice for others looking into using Calabrio ONE is to consider it if they are struggling with time management and shift scheduling, as it will be very helpful and is affordable for most business enterprises. I can say that Calabrio ONE is a very efficient tool, and I would totally recommend it to other business enterprises because it is the best when it comes to time management and shift scheduling. I am rating this review a nine overall..”

**Bethanywalstad Wallister**

Java Application Developer at Hexaview Technologies

[Read full review](#) 

---

“My task has been to target the users in a very simple way using Calabrio ONE. It is just a simple tool that I can use, and it is much easier to improve my life skills as well.

I do not use Calabrio ONE's AI capabilities concerning governance and security. I do not use Calabrio ONE's AI capabilities regarding its accuracy and reliability of output.

I would rate this product a 10 out of 10..”

**Verified user**

Assistant Manager at a tech vendor with 10,001+ employees

[Read full review](#) 

---

“Everything has been good according to me. I do not see any bugs in Calabrio ONE

that need improvement. If AI features could be added because I did not see any AI features in Calabrio ONE when I was using it, that would be more beneficial because we are moving toward AI.

“This would be beneficial for us as well. It will reduce our workload when we use the AI feature in Calabrio ONE, so that would be beneficial for everyone to reduce workload and increase efficiency.

“I rate this product a 9 out of 10..”

**Abhimanyu-Kumar**

Workforce management analyst at CONCENTRIX INDIA PVT LTD

[Read full review](#) 

---

“I have read about Calabrio ONE's WFM feature, scheduling, and forecasting process and tried to configure that for FedEx, but they did not go for my pitch as it was not their priority at that time.

“I have not worked in the security part of Calabrio ONE, but according to the documents, the AI governance framework emphasizes customer data ownership, security, and regulatory compliance, which seems appropriate.

“At that point in time, AI was not as common as it is now, so I would not say I have used its capabilities apart from the NLP and sentiment analysis, but AI is used for interaction scoring in quality monitoring.

“I would rate this review a 6..”

**Ary**

Network Consultant at a tech vendor with 10,001+ employees

[Read full review](#) 

“I don't know that I've seen an improvement in agent attendance, but time-wise, I would say it definitely saves a lot of time. I don't have an exact timeline to give because during our real-time management, we just bounce around and look at a handful of different things, so I wouldn't know exactly how much time it saves. I do know that it's a much more efficient way to see where agents are not in statuses or channels that they're supposed to be.

I haven't used the AI capabilities in Calabrio ONE. I know that there is a chatbot for agents that will tell them if time off is likely to get approved, but we haven't used any AI in our workforce management day-to-day tools for me to speak to that. The AI capabilities seem fine, but I haven't really experienced much with them as it's more so the agents who do, so I don't have much to speak on unfortunately.

I'm not sure about how Calabrio ONE is deployed. Our agents just use the web browser for Calabrio, and they can also have Calabrio ONE app on their phone, but I don't know what type of cloud it's saved to.

I definitely would recommend that others looking into using Calabrio ONE utilize its features. It took us some time to really look into the meetings feature and get adherence activated. We were more so just using it for scheduling and staffing for a long time, but once our team and manager looked further into things such as Intraday, meetings, and adherence, it has been more beneficial for our team and more efficient. I would definitely give the advice to utilize the full amount of tools that you have access to with Calabrio ONE. I would rate this product an 8 out of 10..”

---

**Acoaria Costa**

real time workforce analyst at a tech vendor with 10,001+ employees

[Read full review](#) 

---

“I used to download the schedules from Calabrio ONE and send them to the operations team to see what the schedules are and if there are any amendments or

changes to please let us know before the deadline, which helped us download the schedules in just one click and in proper formatting; after downloading the report, I did not need to make any changes or manipulations to the data, simply downloading the report schedules and sending it to operations.

“I would like to add again about the PTO quotas because it has been the biggest challenge throughout my journey with different WFM softwares, and Calabrio ONE helped us download the report and share it with the operations team, or they can simply log into their agent portal to see what the leave balances are and apply leaves based on that.

“Calabrio ONE is very handy, useful, and has a clear and crisp interface, and I would suggest everyone use Calabrio Teleopti and Calabrio ONE if they want to have better visibility, better performance, and an easy-to-navigate interface.

“I think if the information about the licensing price is available, it will help me understand the risk or rewards of using Calabrio ONE; that would be a great benefit.

“I give this review a rating of 8..”

**Verified user**

Sr Analyst at a tech vendor with 10,001+ employees

[Read full review](#) 

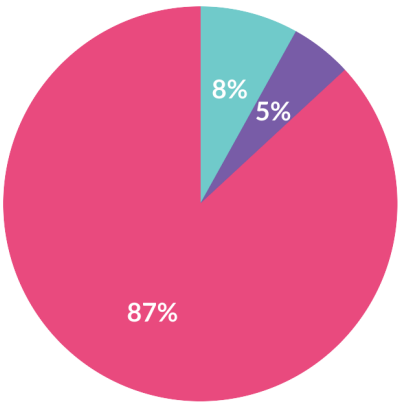
# Top Industries

by visitors reading reviews

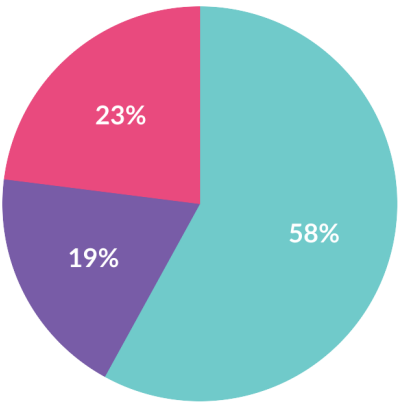


# Company Size

by reviewers



by visitors reading reviews



 Large Enterprise

 Midsized Enterprise

 Small Business

# About this buyer's guide

Thanks for downloading this PeerSpot report.

The summaries, overviews and recaps in this report are all based on real user feedback and reviews collected by PeerSpot's team. Every reviewer on PeerSpot has been authenticated with our triple authentication process. This is done to ensure that every review provided is an unbiased review from a real user.

## Get a custom version of this report... Personalized for you!

Please note that this is a generic report based on reviews and opinions from the collective PeerSpot community. We offer a [customized report](#) of solutions recommended for you based on:

- Your industry
- Company size
- Which solutions you're already considering

The customized report will include recommendations for you based on what other people like you are using and researching.

Answer a few questions in our short wizard to get your customized report.

[Get your personalized report here](#)

# About PeerSpot

PeerSpot is the leading review site for cloud, AI, and business software. We created PeerSpot to provide a trusted platform to share information about software, applications, and services. Since 2012, over 22 million people have used PeerSpot to choose the right software for their business.

PeerSpot helps tech professionals by providing:

- A list of products recommended by real users
- In-depth reviews, including pros and cons
- Specific information to help you choose the best vendor for your needs

Use PeerSpot to:

- Read and post reviews of products
- Access over 30,000 buyer's guides and comparison reports
- Request or share information about functionality, quality, and pricing

Join PeerSpot to connect with peers to help you:

- Get immediate answers to questions
- Validate vendor claims
- Exchange tips for getting the best deals with vendor

Visit PeerSpot: [www.peerspot.com](http://www.peerspot.com)

## PeerSpot

244 5th Avenue, Suite R-230 • New York, NY 10001

[reports@peerspot.com](mailto:reports@peerspot.com)

+1 646.328.1944