

ethosIQ Announces Reseller Partnership with Calabrio to Transform Workforce Optimization

ethosIQ will leverage Calabrio solutions to accomplish comprehensive Contact Center Optimization

Houston, TX March 15, 2021 – [ethosIQ](#), a data collection and analytic solutions provider specializing in disparate data technology, today announced its agreement to resell workforce engagement management (WEM) solutions for [Calabrio](#), the customer experience intelligence company, which will drive transformation within the workforce optimization space.

This partnership will offer ethosIQ the opportunity to provide intuitive, comprehensive contact center optimization solutions. By combining ethosIQ's data and analytics expertise with the leading workforce and customer engagement solutions in Calabrio ONE, including Workforce Management (WFM), Quality Management (QM), Analytics and Advanced Reporting, ethosIQ will offer customers an understanding of how to utilize data and identify insights, improve their ability to make long-term predictions, and recommend future actions to help make better business decisions.

"We are very excited to announce our partnership with Calabrio," said Scott Walker, ethosIQ CEO. "Calabrio's ability to deliver scalable, nimble solutions will enable ethosIQ to provide even more comprehensive, end-to-end contact center optimization solutions."

ethosIQ will be included in Calabrio's Partner ecosystem which is made up of over 300 companies including referral, developer, services, strategic and technology companies. This powerful network of partners is helping to transform contact centers around the globe.

"Helping grow ethosIQ's customer base will not only support our commitment to workforce optimization, but will also build on our extensive expertise in the contact center industry," said Ross Daniels, chief marketing officer at Calabrio. "We're thrilled to have ethosIQ join the Calabrio Reseller Program."

About ethosIQ™

Headquartered in Houston, Texas, ethosIQ's cloud and premised-based software has delivered business intelligence to multinational corporations and government agencies since 2009. ethosIQ's award-winning software collects, correlates and presents data from multiple disparate systems, empowering organizations to make informed, real-time decisions. ethosIQ software solutions provide analysis and actionable insights that enable enterprise and government organizations to deliver better customer experience while ensuring operational efficiencies and maximizing technology investments. We provide the data that enables decisions in minutes, not days or weeks.

For more information, call (281) 616-5711 or (888) ethosIQ™, e-mail media@ethosiq.com or visit www.ethosIQ.com.

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. Organizations choose Calabrio for its ability to

understand customer needs and the overall experience it provides, from implementation to ongoing support. Find more at calabrio.com/ and follow @Calabrio on Twitter.

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