

Mcredit

Introduction

This case study of Mcredit is based on a February 2021 survey of Calabrio ONE customers by TechValidate, a 3rd-party research service.



“The Calabrio system is very helpful for us.”

Challenges

The business challenges that led the profiled company to evaluate and ultimately select Calabrio ONE:

- Experienced the following challenges with their previous solution prior to implementing Calabrio:
 - Insufficient support or services
 - Not user friendly
- Used the following solution prior to switching to Calabrio:
 - Microsoft Excel

Company Profile

Company:
Mcredit

Company Size:
Large Enterprise

Industry:
Financial Services

Use Case

The key features and functionalities of Calabrio ONE that the surveyed company uses:

- Using the following Calabrio product:
 - Calabrio Workforce Management
 - Calabrio Quality Management
 - Calabrio Call Recording

About Calabrio ONE

Calabrio is the customer experience intelligence company that empowers organizations to enrich human interactions. The scalability of our cloud platform allows for quick deployment of remote work models—and it gives our customers precise control over both operating costs and customer satisfaction levels. Our AI-driven analytics tools make it easy for contact centers to uncover customer sentiment and share compelling insights with other parts of the organization. Customers choose Calabrio because we understand their needs and provide a best-in-class experience, from implementation to ongoing support.

Learn More:

[Calabrio](#)

[Calabrio ONE](#)

Results

The surveyed company achieved the following results with Calabrio ONE:

- Experienced the following benefits since implementing Calabrio:
 - Improved customer satisfaction
 - Improved contact center efficiency
- Rates the following improvements since implementing Calabrio:
 - Improved customer satisfaction: 50-75%
 - Improved employee engagement: 50-75%
 - Decreased cost: 50-75%
 - Increased insights into customer behaviors: 50-75%
 - Increased contact center efficiency: 50-75%