

Carlson Wagonlit Travel Replaces, Sees Improved Contact Center Efficiency

Introduction

This case study of Carlson Wagonlit Travel is based on a survey of Calabrio ONE customers by TechValidate, a 3rd-party research service.

Challenges

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

- Used the following WFO solution prior to selecting Calabrio:
 - Verint
- Switched from their previous solution because of Calabrio's:
 - Lower total cost of ownership
 - Product features
 - Ease of use
 - Unified suite/integration
 - Superior support and services

Use Case

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

- Using the following Calabrio ONE module:
 - Call Recording
- Uses the following metric to measure their contact center's performance:
 - Customer Satisfaction (CSAT)

Results

The surveyed company achieved the following results with Calabrio ONE:

- Experienced the following benefits since deploying Calabrio:
 - Improved customer satisfaction
 - Reduced costs
 - Improved contact center efficiency
 - Increased employee engagement
 - Increased insights into customer behavior

Company Profile

Company:
Carlson Wagonlit Travel

Company Size:
Large Enterprise

Industry:
Hospitality

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](#)