

Medium Enterprise Hospitality Company Highly Recommends Calabrio

Introduction

This case study of a medium enterprise hospitality company is based on a survey of Calabrio ONE customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

“Support is excellent.”

Challenges

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

- Vendor replaced by Calabrio:
 - Blue Pumpkin
- Replaced their previous WFO solution with Calabrio for the following reason:
 - Integration with Cisco
- Will deploy their WFO solutions 100% in the cloud in the next 12 months.
- Agrees that it is extremely important for their organization to have the same experience with WFO (same features and functionality) regardless of how it's deployed (on-premises, in the public cloud, etc.).
- Plans to upgrade or replace the following contact center infrastructure technologies in the next 12 months:
 - ACD
 - Phones
 - IVR
 - Agent desktop software

Use Case

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

- Using the following modules of Calabrio ONE:
 - Quality Management
 - Workforce Management
- Using the following application in conjunction with their Calabrio software:
 - The Cisco platform
- Currently analyze contact center data to gain business insights.

Company Profile

The company featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Company Size:
Medium 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](#)