CALABRIO™

Large Enterprise Professional Services Company

Introduction

This case study of a large enterprise professional services company is based on an April 2021 survey of Calabrio customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

> " "Our deployment of Calabrio One was easy and we've seen little issues."

Challenges

The profiled company experienced the following challenges with their previous solution prior to implementing Calabrio:

- A lack of product features and functionality
- Insufficient support or services
- Not being user friendly

Used the following solution prior to switching to Calabrio:

- Verint

Use Case

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

- Calabrio Call Recording

Their contact center uses the following metrics to measure performance:

- Customer Satisfaction (CSAT)
- First Contact Resolution (FCR)
- Average Handle Time (AHT)

Results

The surveyed company experienced the following benefits since implementing Calabrio:

- Reduced costs
- Improved contact center efficiency
- Saw a return on their investment in Calabrio in 12+ months.

Experienced the following improvements since implementing Calabrio:

- Improved customer satisfaction by 75%+
- Improved employee engagement by 75%+
- Decreased cost by 75%+
- Increased insights into customer behaviors by 75%+
- Increased contact center efficiency by 75%+

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:
Large Enterprise

Industry:
Professional Services

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