

Long View Systems Chooses Calabrio Over Verint

Introduction

This case study of Long View Systems is based on a survey of Calabrio ONE customers by TechValidate, a 3rd-party research service.

“We have a compliance recording requirement and found Calabrio easy to work with and support has been reliable and prompt.”

Challenges

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

- Top drivers for purchasing Calabrio:
 - Are standardizing across locations
 - Were unhappy with an existing vendor
 - Needed an upgrade or technology refresh
- Evaluated the following vendor prior to choosing Calabrio:
 - Verint

Company Profile

Company:
Long View Systems

Company Size:
Medium Enterprise

Industry:
Professional Services

Use Case

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

- Application used in conjunction with Calabrio software:
 - The Cisco platform

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:

- Rates the following in terms of how much they influenced the decision to purchase Calabrio software:
 - Lower Total Cost of Ownership: important
 - Product features: very important
 - Ease of use: very important
 - Unified suite / integration: important
 - Superior support and services: extremely important
- Benefits experienced since deploying Calabrio software:
 - Met regulatory compliance standards
 - Improved contact center efficiency
- Saw a return on investment (ROI) in > 24 months after deploying Calabrio software.
- Increased the productivity of their contact center by up to 10% after deploying Calabrio software.
- Increased their customer satisfaction rates by up to 15% after deploying Calabrio software.