

Large Enterprise Financial Services Company Improves Contact Center Productivity by Over 50% with Calabrio

Introduction

This case study of a large enterprise financial services 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.



“There is a recording of phone conversations from sales activity with customers, so if there is a complaint, we have evidence.”

“Calabrio makes it easy to communicate internally.”

Challenges

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

- Top driver for purchasing Calabrio:
 - Wanted contact center growth
- Evaluated the following vendor prior to choosing Calabrio:
 - Cisco

Use Case

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

- Applications used in conjunction with Calabrio software:
 - A CRM system (i.e. salesforce.com)
 - A HR system
 - A eLearning system

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: important
 - Ease of use: important
 - Unified suite / integration: important
 - Superior support and services: important
- Benefits experienced since deploying Calabrio software:
 - Met regulatory compliance standards
 - Reduced costs
 - Improved contact center efficiency
 - Improved employee satisfaction
- Saw a return on investment (ROI) in 18-24 months after deploying Calabrio software.
- Increased the productivity of their contact center by >50% after deploying Calabrio software.
- Increased their customer satisfaction rates by 35-45% after deploying Calabrio software.

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:
Financial 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](#)