

Large Enterprise Hospitality Company Utilizes Calabrio for Agent Scheduling

Introduction

This case study of a large 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.



“The Call Center Director has access to analytical data that he has been able to utilize for agent staffing and performance bonuses.”

“The Calabrio product we have in place has been very stable and the Customer Support has been very efficient and professional the few times I have had to call.”

Challenges

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

- Will deploy their WFO solutions 100% on-premises (no 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:
 - Phones
 - Agent desktop 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:
Hospitality

Use Case

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

- Using the following modules of Calabrio ONE:
 - Call Recording
 - Quality Management
 - Workforce Management
- Using the following application in conjunction with their 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:

- Uses the following features within Calabrio ONE to engage their workforce and reduce agent turnover:
 - Dynamic Scheduling
 - Evaluation calibration