CALABRIO ONE CASE STUDY

Virteva Experiences an ROI in 6 Months or Shorter with Calabrio

Introduction

This case study of Virteva is based on a February 2016 survey of Calabrio ONE customers by TechValidate, a 3rd-party research service.

Challenges

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

- Top drivers for purchasing Calabrio:
  - Wanted contact center growth
  - Needed to automate
  - Needed an upgrade or technology refresh
- Evaluated the following vendor prior to choosing Calabrio:
  - Manual Documents

Use Case

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

- Applications used in conjunction with Calabrio software:
  - The Cisco platform
  - A CRM system (i.e. salesforce.com)
  - A customer survey application

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: extremely important
  - Unified suite / integration: extremely important
  - Superior support and services: extremely important
- Benefits experienced since deploying Calabrio software:
  - Improved customer satisfaction
  - Improved contact center efficiency
  - Increased insights into customer behavior
- Saw a return on investment (ROI) in 3-6 months after deploying Calabrio software
- Increased the productivity of their contact center by 20-30% after deploying Calabrio software
- Increased their customer satisfaction rates by 15-25% after deploying Calabrio software

Company Profile

Company:
Virteva

Company Size:
Small Business

Industry:
Telecommunications 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