

Large Enterprise Transportation Services Company Leverages Calabrio’s Dynamic Scheduling Feature to Reward Contact Center Agents

Introduction

This case study of a large enterprise transportation 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.



“Calabrio allows us to dive deep into an agent’s adherence. This gives an agent an understanding of how they affect the organization’s goals. We currently use this measure to evaluate and coach agents. A reward for them is the flexibility Calabrio offers using Dynamic Scheduling and Dynamic Availability.”

“The user interface is very easy to navigate.”

Challenges

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

- Vendor replaced by Calabrio:
 - GMT – Planet

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:
 - Cisco platform
- Currently analyzing contact center data to gain business insights.
- Uses the following feature within Calabrio ONE to engage their workforce and reduce agent turnover:
 - Dynamic Scheduling

Results

The surveyed company achieved the following results with Calabrio ONE:

- Replaced their previous WFO solution with Calabrio for the following reasons:
 - They needed scalability for contact center growth
 - They wanted a technology refresh / modern architecture
 - They wanted Calabrio’s new features and functionality
- Will deploy their WFO solutions in a combination of private and public 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.).

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:
Transportation 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](#)