

Large Enterprise Telecommunications and Cable Services Company Improves Employee Engagement with Calabrio ONE

Introduction

This case study of a large enterprise telecommunications 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.

Challenges

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

- Agrees that employee engagement is a priority for their contact center.

Use Case

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

- Invested in the following for their contact center to better engage employees:
 - Deploying/reconfiguring technology
 - Optimizing their recruiting and hiring process
 - Improving training and skill development programs
 - Enhancing customer satisfaction-focused monitoring
 - Offering flexible work schedules/work from home
 - Enhancing recognition and rewards programs
- Uses the following metrics to correlate level of employee engagement to customer experience:
 - First Contact Resolution (FCR)
 - Customer Satisfaction (CSAT)
 - Likelihood to Recommend (LTR)
- Changed employee training, coaching, and motivation programs to accommodate the need for loyal agents that can perform higher level activities:
 - Gamification
 - Flexible scheduling
 - Peer mentoring
 - E-learning tools
 - Self-assessments and evaluations
- Empowers employees to self-manage their performance in the following ways:
 - Self-scheduling for work/life balance
 - Self-assessment and coaching
 - Peer-to-peer mentoring
 - Dashboards that clearly display performance metrics
- Creates a sense of worth and togetherness for employees in the following ways:
 - Offering gamification
 - Offering a Voice-of-the-Employee program so agents have a voice in their work environment, activities, and tools
 - Allowing time away for volunteerism

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:
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](#)

Results

The surveyed company achieved the following results with Calabrio ONE:

- Leverages the following Calabrio ONE features to support their agent engagement efforts:
 - Pause/resume for PCI compliance
 - Dynamic Scheduling
 - Intraday Dynamic Scheduling
- Uses the following Calabrio ONE features to allow their agents more schedule flexibility:
 - Intraday Dynamic Scheduling
 - Dynamic Scheduling