

Trialcard Increases Contact Center Productivity by More Than 30% After Deploying Calabrio

Introduction

This case study of Trialcard, Inc. is based on a November 2018 survey of Calabrio ONE customers by TechValidate, a 3rd-party research service.



“We’ve had a better view of results and reporting with Calabrio.”

“Just simple operational use has increased the productivity of the QC team.”

Challenges

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

- Used the following WFO solutions prior to selecting Calabrio:
 - Zoom
- Switched from their previous solution because of Calabrio’s:
 - Product features
 - Ease of use
 - Unified suite/integration

Company Profile

Company:
Trialcard, Inc.

Company Size:
Global 500

Industry:
Professional Services

Use Case

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

- Using the following Calabrio ONE modules:
 - Call Recording
 - Quality Management
 - Workforce Management
- Uses the following metrics to measure their contact center’s performance:
 - QA Metric

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:

- Experienced the following benefits since deploying Calabrio:
 - Improved customer satisfaction
 - Reduced costs
 - Improved contact center efficiency
 - Increased employee engagement
 - Increased insights into customer behavior
- Increased the productivity of their contact center by 30-50% after deploying Calabrio software.