

European Bank Leverages Calabrio ONE to Monitor Compliance

Introduction

This case study of a medium enterprise banking 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.



“We use Calabrio ONE for compliance and training purposes.”

Challenges

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

- Vendor replaced by Calabrio:
 - NICE
- Replaced their previous WFO solution with Calabrio for the following reason:
 - They needed to lower their total cost of ownership

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
- Using the following application in conjunction with their Calabrio software:
 - Cisco platform

Results

The surveyed company achieved the following results with Calabrio ONE:

- Uses the following feature within Calabrio ONE to engage their workforce and reduce agent turnover:
 - Compliance purposes

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:
Medium Enterprise

Industry:
Banking

About Calabrio ONE

Calabrio is a customer engagement software company that provides analytic insights to catalyze growth through customer service contact centers. The Calabrio ONE® software suite empowers everyone in an organization, from contact center agents to the CEO, with easy-to-use tools that provide a better understanding of the customer. Calabrio has been named “Leader” by Gartner in its Magic Quadrant for Customer Engagement Center Workforce Optimization (2015).

Learn More:

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