

AmTrust Financial Services Gained Productivity and Improved Customer Satisfaction with Calabrio ONE

Introduction

This case study of AmTrust Financial Services is based on a survey of Calabrio ONE customers by TechValidate, a 3rd-party research service.



“Calabrio’s reporting tool has allowed us to evaluate employee performance overall, and monitor agent schedule adherence in real-time. We were able to team up with our supervisors and provide individualized coaching to our agents, which in turn provided more productivity and higher customer service satisfaction. It also allowed WFM to be more interactive with agents regarding time off requests and schedule exceptions with easy to read forecasting.”

Challenges

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

- Vendor(s) replaced by Calabrio:
 - Invision Enterprise
- Replaced their previous WFO solution with Calabrio for the following reasons:
 - They needed scalability for contact center growth
 - They were unhappy with their previous vendor’s service and support
 - They wanted a technology refresh / modern architecture
 - They wanted Calabrio’s ease of use
 - They wanted Calabrio’s new features and functionality
- 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

Company:
AmTrust Financial Services

Company Size:
Medium Enterprise

Industry:
Insurance

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](#)

Use Case

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

- Using the following modules of Calabrio ONE:
 - Quality Management
 - Workforce Management
- Using the following application in conjunction with their Calabrio software:
 - Avaya 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:
 - Agent initiated mentoring requests