

UK-Based Housing Solutions Sees Increased Customer Satisfaction After Deploying Calabrio

Introduction

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

“Our customer satisfaction has increased, and we now have reliable call recording, which results in fewer IT tickets and happier contact center managers.”

Challenges

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

- Used the following WFO solutions prior to selecting Calabrio:
 - Telstrat
- Switched from their previous solution because of Calabrio’s:
 - Product features
 - Ease of use
 - Superior support and services

Organization Profile

Organization:
Housing Solutions

Industry:
Non-profit

Use Case

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

- Using the following Calabrio ONE modules:
 - Call Recording
- Uses the following metrics to measure their contact center’s performance:
 - First Contact Resolution (FCR)
 - Service level

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.

Results

The surveyed organization achieved the following results with Calabrio ONE:

- Experienced the following benefits since deploying Calabrio:
 - Improved customer satisfaction
 - Improved contact center efficiency
- Increased the productivity of their contact center by 10-30% after deploying Calabrio software.
- Increased their customer satisfaction rates by up to 20% since deploying Calabrio.

Learn More:

[Calabrio](#)

[Calabrio ONE](#)