

Americo sees improved productivity and customer satisfaction after replacing NICE

Introduction

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



“Calabrio has recorded 99% of the calls without having to reboot every morning, which is what we had to do with our last system. We also have the ability to tag calls, allowing us to share highlights with management.”

Challenges

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

- Used the following WFO solution prior to selecting Calabrio:
 - NICE
- Switched from their previous solution because of Calabrio's:
 - Lower total cost of ownership
 - Product features
 - Ease of use
 - Unified suite/integration

Company Profile

Company:
Americo

Company Size:
Medium Enterprise

Industry:
Insurance

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
 - Advanced Reporting
 - Analytics
- Uses the following metric to measure their contact center's performance:
 - Customer Satisfaction (CSAT)

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:
 - Reduced costs
 - 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.