

Enterprise Financial Services Company Replaces Verint, Realizes Cost Savings with Calabrio

Introduction

This case study of a Large Enterprise Financial Services 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.



“Calabrio costs less and focused us on what we need rather than a lot of features we don’t need.”

“Calabrio has good features and is easy to use.”

Challenges

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

- Lower total cost of ownership
- Ease of use
- Unified suite/integration

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
 - Analytics
- Uses the following metrics to measure their contact center’s performance:
 - Customer Satisfaction (CSAT)
 - First Contact Resolution (FCR)

Results

The surveyed company achieved the following result with Calabrio ONE:

- Reduced costs

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:
Large Enterprise

Industry:
Financial Services

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](#)