

“One Of The Most Comprehensive Call Center Applications I Have Found.”

Introduction

This case study of a small business telecommunications services company is based on a March 2016 survey of Calabrio ONE customers by TechValidate, a 3rd-party research service.



“Calabrio has made our center far more efficient through proper staffing. The ability to graph trends allows us to proactively inform our customers of trends affecting their business they were unaware existed.”

“One of the most comprehensive call center applications I have found.”

Challenges

- Top driver for purchasing Calabrio:
 - Needed to automate
- Evaluated the following vendors prior to choosing Calabrio:
 - NICE
 - Verint
 - InContact
 - Aspect
 - Zoom

Company Profile

Company Size:
Small Business

Industry:
Telecommunications Services

Use Case

- Applications used in conjunction with Calabrio software:
 - A CRM system (i.e. salesforce.com)
 - A eLearning system
 - A customer survey application

Results

- Rates the following as important for the decision to purchase Calabrio software:
 - Product features
 - Ease of use
 - Unified suite / integration
 - Superior support and services
- Benefits experienced since deploying Calabrio software:
 - Met regulatory compliance standards
 - Reduced costs
 - Improved contact center efficiency
 - Improved employee satisfaction
 - Increased sales / revenue
- Saw a return on investment (ROI) in 9-12 months after deploying Calabrio software.
- Increased the productivity of their contact center by 30-40% after deploying Calabrio software.
- Increased their customer satisfaction rates by 35-45% after deploying Calabrio software.

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:

[!\[\]\(19d44b37fb4fa155bf9d60c77a3d3cb2_img.jpg\) Calabrio](#)

[!\[\]\(5a351309c3b87e4420622c1f0e57efc0_img.jpg\) Calabrio ONE](#)