

# Vee Technologies Pvt Ltd

## Introduction

This case study of Vee Technologies Pvt Ltd is based on an April 2021 survey of Calabrio ONE customers by TechValidate, a 3rd-party research service.



“We have mainly used this product for call recording encryption and it is working fine”

## Challenges

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

- Experienced the following challenges with their previous solution prior to implementing Calabrio:
  - We have chosen this product only.
- Used the following solutions prior to switching to Calabrio:
  - Nil

## Use Case

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

- Using the following Calabrio products:
  - Calabrio Call Recording
- Their contact center uses the following metrics to measure performance:
  - Customer Satisfaction (CSAT)

## Results

The surveyed company achieved the following results with Calabrio ONE:

- Experienced the following benefits since implementing Calabrio:
  - Improved customer satisfaction
  - Improved contact center efficiency
- Saw a return on their investment in Calabrio immediately.
- Rates the following improvements since implementing Calabrio:
  - improved customer satisfaction: 50-75%
  - improved employee engagement: 50-75%
  - increased contact center efficiency: 75%+

### Company Profile

Company:  
**Vee Technologies Pvt Ltd**

Company Size:  
**Medium Enterprise**

Industry:  
**Healthcare**

### 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](#)