

Maryland-Based Insurance Company Increases Contact Center Productivity by More than 30% After Deploying Calabrio

Introduction

This case study of a medium enterprise insurance 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 gives us a better sense of what’s going on in our contact center, whether it’s interday, week, month, quarter, or year.”

Challenges

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

- Used the following WFO solutions prior to selecting Calabrio:
 - Fusion Connect
- Switched from their previous solution because of Calabrio’s:
 - Product features
 - 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
 - Advanced Reporting
 - Analytics

Results

The surveyed company achieved the following results with Calabrio ONE:

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

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:
Medium Enterprise

Industry:
Insurance

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](#)