CALABRIO ONE CASE STUDY

Medium International Enterprise Professional Services Company

Introduction

This case study of a medium enterprise professional services company is based on an April 2021 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.

> " "We've experienced improved customer satisfaction by up to 75% since implementing Calabrio"

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:
    - Needing to lower total cost of ownership
- Used the following solutions prior to switching to Calabrio:
    - NICE

Use Case

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

- Using the following Calabrio products:
    - Calabrio Call Recording
    - Calabrio Quality Management
- 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:
    - Reduced costs
- Saw a return on their investment in Calabrio in unknown (hasn't been realized yet).
- Rates the following improvements since implementing Calabrio:
    - improved customer satisfaction: 50-75%
    - improved employee engagement: 50-75%
    - decreased cost: 50-75%
    - increased insights into customer behaviors: 50-75%
    - increased contact center efficiency: 50-75%

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:
Professional 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