CALABRIO ONE CASE STUDY

Home Product Center

Introduction

This case study of Home Product Center is based on a March 2021 survey of Calabrio ONE customers by TechValidate, a 3rd-party research service.

> "Calabrio helps us to improve agent skills and operational efficiency that impacts CX. We can identify weak points of an agent, from both voice and screen capture evaluation. Then, the agent training will be categorized by a group of weak points and we're able to coach one by one. It is proven by a CSAT score of more than 95%."

Challenges

The business challenge that led Home Product Center to evaluate and ultimately select Calabrio ONE:

- Needing to lower total cost of ownership

Used the following solution prior to switching to Calabrio:

- NICE

Use Case

The key features and functionalities of Calabrio ONE that Home Product Center uses:

- Calabrio Quality Management

Their contact center uses the following metrics to measure performance:

- Customer Satisfaction (CSAT)
- Net Promoter Score (NPS)
- First Contact Resolution (FCR)
- Average Handle Time (AHT)
- Service Quality Index (SQI)

Results

Home Product Center achieved the following results with Calabrio ONE:

- Improved contact center efficiency
- Improved customer satisfaction from 50-75%
- Improved employee engagement from 25-49%
- Decreased cost from 50-75%
- Increased insights into customer behaviors from 50-75%
- Increased contact center efficiency by 75%+

Company Profile

Company:
Home Product Center PCL

Company Size:
Large Enterprise

Industry:
Retail

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