CALABRIO ONE CASE STUDY

British Non-Profit Improves Performance Management with Calabrio ONE

Introduction

This case study of a non-profit is based on a September 2016 survey of Calabrio ONE customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.

> "Calabrio has made it more efficient and consistent to evaluate our agents' performance, which has made it much easier for regular performance management meetings and improving quality across the center."

Challenges

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

- Chose Calabrio ONE for the following reasons:
  - They needed scalability for contact center growth
  - They needed a unified suite of products
  - They wanted a technology refresh / modern architecture
  - They wanted Calabrio's ease of use
  - They wanted Calabrio's new features and functionality
- Agrees that it is very important for their organization to have the same experience with WFO (same features and functionality) regardless of how it's deployed (on-premises, in the public cloud, etc.).

Organization Profile

The organization 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.

Industry:
Non-profit

Use Case

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

- Using the following modules of Calabrio ONE:
  - Call Recording
  - Quality Management
  - Workforce Management
- Using the following applications in conjunction with their Calabrio software:
  - Cisco platform
- Will start analyzing contact center data to gain business insights in the next 12 months.

Results

The surveyed organization achieved the following results with Calabrio ONE:

- Uses the following features within Calabrio ONE to engage their workforce and reduce agent turnover:
  - Dynamic Scheduling
  - Evaluation calibration

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