

Desert Financial Credit Union Smooths Contact Center Operations with Calabrio ONE

Introduction

This case study of Desert Financial Credit Union is based on a survey of Calabrio ONE customers by TechValidate, a 3rd-party research service.

“The intuitive interface and all-in-one-suite have enabled us to provide a platform for our agents that is efficient and easy to use. Our scheduling team has found the WFM product to be effective in producing accurate forecasts and making same-day adjustments. The QM product is simple to navigate but robust enough to capture the information we need for coaching. Our entire senior management team uses the QM product to listen to calls and has found it very easy to use and zero-in on the departments we want to focus on.”

Challenges

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

- Vendors replaced by Calabrio:
 - NICE
 - Aspect
- Replaced their previous WFO solution with Calabrio for the following reasons:
 - They needed a unified suite of products
 - They were unhappy with their previous vendor's service and support
 - They wanted Calabrio's ease of use
 - They wanted Calabrio's new features and functionality
 - They needed to lower their total cost of ownership
- 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.).

Company Profile

Company:
Desert Financial Credit Union

Company Size:
Medium Enterprise

Industry:
Banking

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](#)

Use Case

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

- Using the following modules of Calabrio ONE:
 - Call Recording
 - Quality Management
 - Workforce Management

- Using the following application in conjunction with their Calabrio software:
 - Cisco platform

Results

The surveyed company 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