CALABRIO ONE CASE STUDY

Insurance Company Increases Customer Satisfaction 35-45% after Deploying Calabrio.

Introduction

This case study of a small business insurance company is based on a February 2016 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 has enabled us to add extra meta data to the recording, which made the business very happy. In addition, Calabrio has allowed us to search for recordings by policy number, saving us a lot of time."

Challenges

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

- Top driver for purchasing Calabrio:
    - Were unhappy with an existing vendor
- Evaluated the following vendor prior to choosing Calabrio:
    - Verint

Use Case

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

- Application used in conjunction with Calabrio software:
    - The Cisco platform

Results

The surveyed company achieved the following results with Calabrio ONE:

- Rates the following in terms of how much they influenced the decision to purchase Calabrio software:
    - Lower Total Cost of Ownership: extremely important
    - Product features: extremely important
    - Ease of use: extremely important
    - Unified suite / integration: not important
    - Superior support and services: extremely important
- Benefits experienced since deploying Calabrio software:
    - Improved customer satisfaction
    - Reduced costs
    - Improved employee satisfaction
- Saw a return on investment (ROI) in 12-18 months after deploying Calabrio software
- Increased the productivity of their contact center by 10-20% after deploying Calabrio software
- Increased their customer satisfaction rates by 35-45% after deploying Calabrio software

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:
Small Business

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