

Broadway Bank Improves Contact Center Productivity by More than 30% After Deploying Calabrio

Introduction

This case study of Broadway Bank is based on a survey of Calabrio ONE customers by TechValidate, a 3rd-party research service.



“Calabrio has allowed us to have a more efficient call center in regard to scheduling and engaging agents with quality scores being available for them to view.”

“I find the software is very user friendly and the Calabrio team is always willing to help and listen to customer concerns.”

Challenges

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

- Switched from their previous solution because of Calabrio’s:
 - Unified suite/integration

Use Case

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

- Using the following Calabrio ONE modules:
 - Call Recording
 - Quality Management
 - Workforce Management
- Uses the following metrics to measure their contact center’s performance:
 - Net Promoter Score (NPS)

Results

The surveyed company achieved the following results with Calabrio ONE:

- Experienced the following benefits since deploying Calabrio:
 - Improved contact center efficiency
 - Increased employee engagement
- Increased the productivity of their contact center by 30-50% after deploying Calabrio software.

Company Profile

Company:
Broadway Bank

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](#)