

Large Belgian Consumer Services Company Switches to Calabrio

Introduction

This case study of a large enterprise consumer services company is based on a survey of Calabrio Software customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

“Calabrio is an efficient and friendly product.”

Challenges

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

- Purchased Calabrio because they:
 - Are standardising across locations
- Used the following vendor prior to choosing Calabrio:
 - Verint
- Rates the following in terms of how much they influenced their decision to purchase Calabrio software:
 - Lower total cost of ownership: very important
 - Product features: extremely important
 - Ease of use: extremely important
 - Unified suite/integration: very important
 - Superior support and services: extremely important

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:
Large Enterprise

Industry:
Consumer Services

Use Case

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

- Uses the following Calabrio product:
 - Call Recording
- Integrates the following application with their Calabrio software:
 - Cisco platform

About Calabrio Software

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 Software](#)

Results

The surveyed company achieved the following results with Calabrio ONE:

- Experienced the following benefits since deploying your Calabrio software:
 - Improved customer satisfaction
 - Reduced costs
 - Improved contact centre efficiency
 - Improved insights into customer behaviour
 - Improved employee engagement
 - Increased sales/revenue
- Saw a return on investment (ROI) in 7-12 months after deploying Calabrio software.