CALABRIO™

California Department of Health Care Services Increases Customer Satisfaction Rate by >45% After Deploying Calabrio

Introduction

This case study of California Department of Health Care Services is based on a February 2016 survey of Calabrio ONE customers by TechValidate, a 3rd-party research service.

Challenges

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

- Top driver for purchasing Calabrio:
  - Wanted contact center growth
- Evaluated the following vendor prior to choosing Calabrio:
  - NICE

Use Case

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

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

Results

The surveyed organization 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: very important
  - Product features: very important
  - Ease of use: extremely important
  - Unified suite / integration: important
  - Superior support and services: extremely important
- Benefits experienced since deploying Calabrio software:
  - Improved customer satisfaction
  - Reduced costs
- Saw a return on investment (ROI) in 3-6 months after deploying Calabrio software.
- Increased the productivity of their contact center by 40-50% after deploying Calabrio software.
- Increased their customer satisfaction rates by >45% after deploying Calabrio software.

Organization Profile

Organization:
California Department of Health Care Services

Organization Size:
State & Local

Industry:
Government

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:

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Calabrio ONE