

# Emblem Health Enjoys Great Customer Service with Calabrio

## Introduction

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

“Calabrio provides great service to their customers.”

## Challenges

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

- Vendor(s) replaced by Calabrio:
  - Verint
- Replaced their previous WFO solution with Calabrio for the following reasons:
  - They wanted a technology refresh / modern architecture
  - They wanted Calabrio’s ease of use
  - They wanted Calabrio’s new features and functionality
- Agrees that it is extremely 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:  
**EmblemHealth**

Company Size:  
**Medium Enterprise**

Industry:  
**Health Care**

### 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

- Using the following application in conjunction with their Calabrio software:
  - Avaya platform
- Will start analyzing contact center data to gain business insights in the next 12 months.

## Results

The surveyed company achieved the following results with Calabrio ONE:

- Uses the following feature within Calabrio ONE to engage their workforce and reduce agent turnover:
  - Dynamic Scheduling