CALABRIO™

Alphaserve Technologies Increases Contact Center Productivity by >50% after Deploying Calabrio

Introduction

This case study of Alphaserve Technologies 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 company to evaluate and ultimately select Calabrio ONE:

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

Company Profile

Company:
Alphaserve Technologies

Company Size:
Small Business

Industry:
Financial Services

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

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

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