

Flight Centre Reduces Hold Times with Calabrio

Introduction

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



“Since implementing Calabrio, we have seen improvements in our customer experience, and hold times have reduced as we are not rostering people at the right times and monitoring adherence. AHT has been reduced due to the transparency in these stats and agents feel better informed about their performance and ability to monitor themselves.”

“Calabrio has provided massive improvements to our business and is user-friendly for the Workforce Management team, Agents, and Supervisors.”

Challenges

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

- Top driver for purchasing Calabrio:
 - Needed to automate
- Evaluated the following vendor prior to choosing Calabrio:
 - Verint

Company Profile

Company:
Flight Centre

Company Size:
Large Enterprise

Industry:
Hospitality

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

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](#)

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: extremely important
 - Product features: important
 - Ease of use: very important
 - Unified suite / integration: extremely important
 - Superior support and services: important
- Benefits experienced since deploying Calabrio software:
 - Improved customer satisfaction
 - Improved contact center efficiency
 - Increased insights into customer behavior
 - Improved employee satisfaction
- Saw a return on investment (ROI) in 6-9 months after deploying Calabrio software
- Increased the productivity of their contact center by 20-30% after deploying Calabrio software
- Increased their customer satisfaction rates by 15-25% after deploying Calabrio software