

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 a customer engagement software company that provides analytic insights to catalyze growth through customer service contact centers. The Calabrio ONE® software suite empowers everyone in an organization, from contact center agents to the CEO, with easy-to-use tools that provide a better understanding of the customer. Calabrio has been named “Leader” by Gartner in its Magic Quadrant for Customer Engagement Center Workforce Optimization (2015).

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