

AXA México says Calabrio “Is Easy to Use and Intuitive”

Introduction

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



“The operation impact we’ve realized with Calabrio is very important, as it allows us to have QM and WFM working together.”

“Calabrio is intuitive and has usability.”

Challenges

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

- Top drivers for purchasing Calabrio:
 - Wanted contact center growth
 - Were unhappy with an existing vendor
- Evaluated the following vendors prior to choosing Calabrio:
 - NICE
 - Genesys

Company Profile

Company:
AXA México

Company Size:
Large Enterprise

Industry:
Insurance

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: extremely 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 20-30% after deploying Calabrio software
- Increased their customer satisfaction rates by 15-25% after deploying Calabrio software