

UK Non-Profit saw ROI in 7-12 months after deploying Calabrio software

Introduction

This case study of a non-profit is based on a March 2018 survey of Calabrio Software customers by TechValidate, a 3rd-party research service. The profiled organisation asked to have their name blinded to protect their confidentiality.

Challenges

The business challenges that led the profiled organisation to evaluate and ultimately select Calabrio software:

- Purchased Calabrio because they:
 - Needed to upgrade/technology refresh
- Used the following vendors prior to choosing Calabrio:
 - Interactive Intelligence
- Rates the following in terms of how much they influenced their decision to purchase Calabrio software:
 - Lower total cost of ownership: very important
 - Product features: extremely important
 - Ease of use: extremely important
 - Unified suite/integration: very important
 - Superior support and services: important

Organisation Profile

The organisation featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Industry:
Non-profit

About Calabrio Software

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:

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Use Case

The key features and functionalities of Calabrio software that the surveyed organisation uses:

- Uses the following Calabrio products:
 - Call Recording
 - Quality Management (QM)
 - Analytics
- Integrates the following application with their Calabrio software:
 - Cisco platform

Results

The surveyed organisation achieved the following results with Calabrio software:

- Experienced the following benefit since deploying your Calabrio software:
 - Improved insights into customer behaviour
- Saw a return on investment (ROI) in 7-12 months after deploying Calabrio software.
- Increased the productivity of their contact centre by 11-30% after deploying Calabrio software.
- Increased their customer satisfaction rates by 11-30% after deploying Calabrio software.