

State & Local Government Improves Abandonment rate and Customer Satisfaction with Calabrio

Introduction

This case study of a state & local government is based on a February 2016 survey of Calabrio ONE customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.



“Calabrio has improved our abandoned rate and improved our customer satisfaction.”

Challenges

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

- Top driver for purchasing Calabrio:
 - Were unhappy with an existing vendor
- Evaluated the following vendors prior to choosing Calabrio:
 - NICE
 - Verint
 - Genesys

Use Case

The key features and functionalities of Calabrio ONE that the surveyed organization uses:

- Applications used in conjunction with Calabrio software:
 - The Avaya platform
 - A CRM system (i.e. salesforce.com)

Results

The surveyed organization 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: extremely important
 - Unified suite / integration: very important
 - Superior support and services: extremely important
- Benefits experienced since deploying Calabrio software:
 - Improved customer satisfaction
 - Improved contact center efficiency
- Saw a return on investment (ROI) in 12-18 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 25-35% after deploying Calabrio software.

Organization Profile

The organization 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.

Organization Size:
State & Local

Industry:
Government

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](#)