

# Paychex thinks “Calabrio is Intuitive, Customizable, and Easy To Use”

## Introduction

This case study of Paychex, Inc. is based on a February 2016 survey of Calabrio ONE customers by TechValidate, a 3rd-party research service.



“This software has saved my WFM team hundreds of hours since we began using it. Calabrio has been a huge asset to us in identifying client call patterns, which assists us in enhancing our clients’ experiences. I will not use anything else.”

### Would you recommend Calabrio ONE?

“Our specific group is growing to 250+ employees by the end of this year in a hybrid call center environment. The product is intuitive, customizable, and easy to use, which is paramount for our teams.”

## Challenges

- Top drivers for purchasing Calabrio:
  - Wanted contact center growth
  - Needed to automate
  - Are standardizing across locations
  - Were unhappy with an existing vendor
  - Needed an upgrade or technology refresh
- Evaluated the following vendors prior to choosing Calabrio:
  - Verint
  - Aspect

### Company Profile

Company:  
**Paychex, Inc.**

Company Size:  
**S&P 500**

Industry:  
**Professional Services**

## Use Case

- Application used in conjunction with Calabrio software:  
\*\*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

- Rates the following in terms of how much they influenced the decision to purchase Calabrio software:
  - Lower Total Cost of Ownership: 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
  - Met regulatory compliance standards
  - Reduced costs
  - Improved contact center efficiency
  - Increased insights into customer behavior
  - 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 30-40% after deploying Calabrio software.
- Increased their customer satisfaction rates by 15-25% after deploying Calabrio software.
- Rates Calabrio software 5 out of 5 stars.