Virteva Increases Agent Productivity With Calabrio

Introduction

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

> "Calabrio has given us insights into both employee-level productivity, performance as well as overall customer service trends and challenges. We try hard to forget what our operations center looked like before Calabrio was introduced."

Challenges

- Top drivers for purchasing Calabrio:
    - Contact center growth
    - Needed to automate

Results

- 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
    - Increased sales / revenue
- 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 up to 15% after deploying Calabrio software.

Company Profile

Company:
Virteva

Company Size:
Small Business

Industry:
Telecommunications Services

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