

# Wisconsin-Based Insurance Company Improves Agent Engagement with Calabrio

## Introduction

This case study of a medium enterprise insurance company is based on a survey of Calabrio ONE customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

“Calabrio has been great. Agents know exactly when they are expected to do everything throughout the day and they love the ability to see how the contact center is affected and how they themselves make a difference.”

“We’ve seen greater agent adherence to the schedule. Agents are happier as they know what their day looks like which leads to better interactions with customers.”

“Excellent customer service and is always improving.”

## Challenges

- Used the following WFO solutions prior to selecting Calabrio:
  - Verint
- Switched from their previous solution because of Calabrio’s:
  - Product features
  - Ease of use
  - Superior support and services

### Company Profile

The company 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.

Company Size:  
**Medium Enterprise**

Industry:  
**Insurance**

## Use Case

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

- Using the following Calabrio ONE modules:
  - Workforce Management
  - Advanced Reporting
  - Analytics
- Uses the following metrics to measure their contact center’s performance:
  - Customer Satisfaction (CSAT)
  - Net Promoter Score (NPS)
  - First Contact Resolution (FCR)
  - Likelihood to Recommend (LTR)
  - Customer Effort Score (CES)

### 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:

- Experienced the following benefits since deploying Calabrio:
  - Improved customer satisfaction
  - Reduced costs
  - Improved contact center efficiency
  - Increased employee engagement
  - Increased insights into customer behavior
- Increased the productivity of their contact center by 10-30% after deploying Calabrio software.
- Increased their customer satisfaction rates by up to 20% since deploying Calabrio.