Vitas Healthcare Doubles Productivity with Calabrio

Introduction

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

"Calabrio enabled us to staff appropriately and measure agent performance which allowed us to stay on top of our call center needs, act proactively, and better manage our staff/resources."

"The ease of use and reliability of the software, as well as the way they include their users for feedback to be applied to future versions. Their Customer Service is amazing!"

Challenges

- Top drivers for purchasing Calabrio:
  - Contact center growth
  - Needed to automate
  - Standardizing across locations
  - Needed to upgrade or refresh technology

Use Case

- Application used in conjunction with Calabrio software:
  - Cisco platform

Results

- Rates the following as extremely important in terms of how much they influenced the decision to purchase Calabrio software:
  - Product features
  - Ease of use
  - Unified suite / integration
  - Superior support and services
- Benefits experienced since deploying Calabrio software:
  - Improved customer satisfaction
  - Met regulatory compliance standards
  - Reduced costs
  - Improved contact center efficiency
  - Improved employee satisfaction
  - Increased insights into employee behavior
- Saw a return on investment (ROI) in 6-9 months after deploying Calabrio software.
- Increased the productivity of their contact center by >50% after deploying Calabrio software.
- Increased their customer satisfaction rates by >45% after deploying Calabrio software.

Company Profile

Company:
Vitas Healthcare

Company Size:
Large Enterprise

Industry:
Health Care

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

Research by **TechValidate** by SurveyMonkey