

Fortune 500 Company Chooses Calabrio Over Aspect

Introduction

This case study of a Fortune 500 telecommunications services 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 is currently used to record 100% inbound calls to our contact center. It is used to improve customer satisfaction through managers’ ability to monitor and score calls and provide agent feedback as well as allows us to review recordings to validate customer disputes.”

“Calabrio is a cost-effective tool used in the contact center environment allowing flexibility in how teams evaluate agent performance and demonstrating ways agents can provide a higher level of customer service.”

Challenges

- Top drivers for purchasing Calabrio:
 - Wanted contact center growth
 - Standardizing across locations
- Evaluated the following vendor prior to choosing Calabrio:
 - Aspect

Use Case

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

Results

- Rates the following in terms of how much they influenced the decision to purchase Calabrio software:
 - Lower Total Cost of Ownership: very important
 - Product features: very important
 - Ease of use: very important
 - Unified suite / integration: very important
 - Superior support and services: extremely important
- Benefits experienced since deploying Calabrio software:
 - Reduced costs
 - Improved contact center efficiency
- Saw a return on investment (ROI) in 6-9 months after deploying Calabrio software.
- Increased the productivity of their contact center by up to 10% after deploying Calabrio software.
- Increased their customer satisfaction rates by up to 15% after deploying Calabrio software.

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:
Fortune 500

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](#)

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