

## U- Haul utilizes Calabrio ONE to its Full Potential

“ Calabrio ONE has been a great stepping stone for our contact center. It has brought a different light to how we inspect what we expect from our agents. Historically, we were using a checklist to monitor or gauge an agent’s retention or performance, but we lacked the scope of measuring soft skills and holding agents accountable. Since Calabrio, we were able to shift our managers and agents’ perspective on how to view a conversation between themselves and a customer. Was the customer properly greeted, ability to exercise active listening skills, problem-solving skills, and an ability to execute a sound plan to increase customer satisfaction? I feel exposing management and agents to a measuring system of this caliber helped build a stronger opportunity for us to successfully achieve first call resolution and increase our overall customer satisfaction. Although these are the early stages of our deployment, I’m excited about the change in pace and how we educate our agents and managers.

— Christian Rivera, Senior Quality Monitoring Manager, U-Haul Contact Center

Source: Christian Rivera, Senior Quality Monitoring Manager, U-Haul Contact Center

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