

Calabrio Customer Success Consulting

Practical consulting for customer engagement strategy success

Overview

Calabrio Innovation Center consultants are available for in-depth consultation engagements with organizations that are evaluating Calabrio. Through a Customer Success Consulting engagement, our experts will investigate current processes, identify opportunities for improvement, and share best practices on how to leverage Calabrio solutions to drive concrete improvements and ROI for your business. Our goal in engaging with you during the sales process is to ensure your immediate success with the Calabrio ONE suite to meet your business goals.

INDUSTRY EXPERTS READY TO HELP

The Innovation Center experts bring together expertise and experience to help you optimize your business strategies and operations. This team of experienced business consultants will work with your key stakeholders to facilitate discussions and processes that equip your organization for success all the way through implementation.

START WITH DISCOVERY

Great projects start with great discovery. Through targeted discovery sessions we'll gain a thorough understanding of your current arrangement and planned improvements in order to develop a comprehensive plan to drive growth.

MEETING STRUCTURE

Sessions might include in-depth discussions about call and operational data, policies and procedures, or other operational practices. Working with key staff in a series of meetings,

we will help you evaluate concerns like contact center volumes, scheduling processes, staffing and forecast models, and more.

GAIN VALUABLE BEST PRACTICES

Once our consultants understand your unique challenges, we will share how industry best practices can be applied to your unique situation and show how Calabrio solutions will deliver concrete benefits to your company. This consultative approach gives you the insights you need to drive the critical changes necessary for your business to meet the growing demands of your customers.

YOUR PARTNER ON PATH TO SUCCESS

Our consultants will act as your trusted advisor from initial discovery all the way through implementation. Our Customer Success Consulting program is designed to ensure that there are no surprises as you transition to Calabrio solutions so you can quickly reap the benefits of your decision.

Creating a Roadmap to Success:

DISCOVERY SESSIONS

Calabrio Innovation Center consultants engage with your team to drive discovery sessions to understand your unique business and uncover strategic opportunities.

CONTACT CENTER ANALYSIS

Our experts will work with you to identify where your contact center stands against industry best practices and KPIs.

BUSINESS CASE DEVELOPMENT

Our team will help you design a compelling business case to justify your investment in improvement.

INITIATIVE PLANNING

As part of our pre-purchase engagement, we will work with you to develop a plan for your improvement initiative that can be implemented on day one.

Calabrio Innovation Center Consultants Process



LISTEN

Listen and assist in translating your business goals into actionable plans for people, processes, and technologies



UNDERSTAND

Understand and document your current state and future state goals



IDENTIFY

Identify key initiatives and opportunities, spotlight any risks and gaps, and recommend actions to mitigate those issues that jeopardize success



RECOMMEND

Recommend new processes and operational improvements, including best practices