

## **Subject: Reference for OpenOne OnePlace knowledge base**

In 2010 we in the ČSOB Client Centre realized the need to replace the original record system for management of Client Centre information. In the selection process we chose OnePlace knowledge base solution by OpenOne. At the beginning OnePlace solution was used in the Client Centre, but now it is also used in ERA Financial Centres. Currently, we have about 18,000 topics in 3,500 categories in the system. On average, OnePlace is daily used for searching information by about 700 employees.

We had several key expectations for launching of the record system. We wanted to cut our costs of trainings by the possibility to shorten and simplify the system of user training. Instead of individual systems to be able to train only specific products. We expected shortening of phone calls thanks to faster access of operators to the relevant information. We wanted to increase the frequency of information use in the record system. To meet that goal, the usability should be between two and twenty thousand clicks per month. Currently, we register about 41,900 searches in OnePlace per month. And last but not least, we wanted our users to be satisfied with use of the system. We wanted them to evaluate the application use as fast and intuitive.

I am pleased to say that we have been able to fulfill all our expectations.

In the meantime we have extended OnePlace solution with several further features to support our way of work while serving bank customers.

The main features and functionalities that we especially appreciate and that help our employees in work with OnePlace, include mainly these points:

- The graphic interface is nice, interesting and intuitive. Our employees have at their disposal all functionalities and information they need at one place.
- Minimal clicking is necessary to find the information. The matches found are displayed for our employees in the search context. They can go back or search in related topics. They can display all changes in contrast to previous versions of documents.
- To inform about emergencies we can use Quick messages and to control better operators' awareness we use Instructions.
- Due to a large number of categories and information we highly appreciate efficient, understandable and comprehensive functionalities for input and changes of information.

Generally speaking, it is obvious that OnePlace knowledge base is being developed for the needs of online operations and processing of serving customers and with knowledge of all their specifics and contexts.

The cooperation with OpenOne has been of high quality and beneficial not only for us, but also for our clients. Knowledge base orientation is fast and easy, thanks to which we can take care of our clients professionally.



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