



Letter of reference of OnePlace knowledge base by OpenOne

When creating ČEZ Distribuce, a.s - a separate customer service and putting a free phone line for reporting faults into operation we were looking for a way how to facilitate the already demanding work for our employees. One of the ideas was to unify all materials, documents and procedures for operators in one well-arranged place in a modern form. This decision had to provide greater clarity for operator work, grouping all the needed materials for more efficient handling of calls with clients and easier search of important information. We were looking for a partner at the market who would meet these expectations and we found him in OpenOne company and its knowledge base called OnePlace.

OnePlace application is definitely clearer, graphically interesting and easy-to-use compared to original different places where operators had to look for information. Currently operators have everything clearly in one place. The best advantage is undoubtedly the possibility to search the information in different ways and at the same time to choose the most suitable one. We mainly appreciate the functionality of instant messaging between operators that enables them to flexibly share correct and accurate information at a specific moment. Another thing worth mentioning is *Favorite topics* setting or *Most visited topics* view. This facilitates work not only for operators, but also for people who take part in creating topics and who can see what topics to focus on.

Before starting the implementation and filling in the application we had several meetings with OpenOne team who did not only go through application functionalities with us. Their main benefit at this stage of the project was long-time experience with arranging topics (information), so that the application fulfilled its purpose as well as possible. Then all our employees took part in a workshop where the functionalities and application possibilities were introduced to us. We intentionally do not write explained because the application itself is very intuitive and everybody can quickly find out how to search the needed information efficiently.

OpenOne team is full of professionals and helpful people who do not resist meeting all our requirements and if necessary, they can give advice on the confusion that has arisen.

The cooperation with OpenOne is beneficial for our whole call center. OnePlace has facilitated our demanding work and streamlined solving client requirements.

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