

SAZKA mobil and Conectart - a letter of reference for SW solution by OpenOne

When we were preparing SAZKA mobil, we wanted a different contact centre. One that would be economically efficient but at the same time fair and friendly to customers.

It has shown up that it is not self-contradictory. We use our common sense, we are fast and our operators have space for their own thinking and solving problems, not just for repeating memorized phrases. For searching ways how to do things, not just excuses why it is not possible.

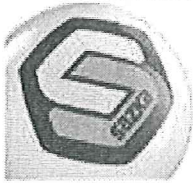
In a large contact centre you also need effective tools for that. We have found them at OpenOne. Thanks to OneSolution and its united queue we can handle all calls, emails and web requests and we have quickly at our disposal what we need, so that we can solve most problems at once.

And if still the operators need more information or are not 100% sure, they can find everything quickly and easily in OnePlace knowledge base. If we need to go there too often, then we focus on that process and improve it.

We do things in a simple and fair way. That is also why we are the biggest mobile network virtual operator. That is why we are also according to ČTÚ The Fairest Operator.



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