

Pražská plynárenská used the Knowledge Base application for several years.

Unfortunately, nobody took full care of it and so it did not contain relevant data. This led to the fact that our employees stopped using it.

Our call centre started growing and there were more and more news in the energy area and we felt that we lacked an application that would concentrate all information, procedures and news important for our work.

That is why we welcomed when our management decided to upgrade the current version of the Knowledge Base and thus also provide a specialist who would take care of it.

Our colleagues, mainly Customer Service operators, now perceive it as the default source of information. The Knowledge base is visually pleasing, clear, fast and easy to work with when looking for needed information. The possibility to search by key words, which is fast and functional for serving the customer on the phone, suits them.

We also find the Knowledge Base useful in business activities which is clearly shown by the highest number of clicks on the Current Electricity Calculator in the "Most Read Topics" section.

Lecturers use it for instant messaging and news which they can efficiently forward to us as well as to business counters and thus ensure the right information for all service channels.

I have written the above mentioned based on reviews and feedback from my colleagues that clearly show that they are satisfied with the application and that it is an important help for them in serving our customers.

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