

CASE STUDY.



**Raiffeisen
BANK**

Success Story

Raifeisenbank meets MiFID II compliance requirement for recording mobile phones in record time with Elevēo.

Client
Raiffeisenbank

Industry
Banking

Best known for
The most Customer-friendly bank in the Czech Republic

Location
Czech Republic

Contact center type
Inbound & Outbound

Contact center platform
Cisco CUCM & Unify Open Scape Xpert

Number of agents
350 agents / 40 channels
1500 observed phones

Partner
ALEF NULA, a.s. & IXPERTA

RAIFFEISENBANK STORY

Raiffeisenbank has been an Elevēo customer from 2008. They use Elevēo’s recording system to capture back office calls. They had been using Elevēo’s system to record calls made by dealers when investment transactions were being conducted.

“In our last project, which was to replace a dealers’ telephony system for a bank, we once again confirmed that Elevēo could fulfil the customer’s requirements in full. The bank already had a solution to record IP telephones from the same supplier. This was made to include, in an earlier project, the recording of mobile telephones.

We had the ambition to incorporate the highly proprietary technology of dealers’ Tradeboards into the same platform. This ambition has been realized in full.”

Ondrej Rydl
Head of Treasury Products
Raiffeisenbank a.s.

The Case in Detail

Target

The introduction of MiFID II financial regulations obligated Raiffeisenbank to capture & record related a broader set of investment conversations, creating a requirement for all calls between sales representatives and potential clients to be recorded, even if the client did not go through with the transaction. The new legislation significantly increased the number of calls that needed to be recorded & required inclusion of sales representatives’ mobile phone calls which previously were not recorded.

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CASE STUDY.

“Elevēo has been able to develop a widget for Trade-Board that allows you to play call recordings directly on your phone without having to switch to another PC application. Together with our supplier, Eleveo, this project succeeded in fulfilling the philosophy of Unified Communications.

We aim to broaden the platform further in regard to other communications channels and fully utilize the functionality that the product offers. Thanks to this, we are able to successfully take another step in fulfilling the requirements of compliance and regulations.”

Ondrej Rydl
Head of Treasury Products
Raiffeisenbank a.s.

Solution

Elevēo has developed the ability to support the recoding of dealing platforms Unify OpenScape Xpert and integrated them into its system.

A module was also developed and delivered specifically for our customer Raiffeisenbank to play back recorded conversations on Trade Board.

The whole solution is fully integrated into Eleveo's compliance and quality management system.

Atos

Atos' history spans a century, from Fredrik Rosing Bull first creating the tabulating machine to Europe's number one digital services provider.

Every day our 110,000 people in 73 countries are developing and implementing innovative digital solutions that support the business transformation of clients and address the environmental and social challenges we all face.

Atos is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and operates under the brands Atos, Atos|Syntel, and Unify. Atos is a SE (Societas Europaea), listed on the CAC40 Paris stock index.



ELEVĚO QM

Elevēo Quality Management is an integrated, flexible, and easy-to-use solution that saves time and money when evaluating agents and increases overall contact center performance. Built with usability in mind and enhanced with Speech Analytics, QM is the single best solution for reaching your business goals.

ELEVĚO CALL RECORDING

Elevēo Call Recording is an interaction recording solution for contact centers & back office teams using unified communications platforms. It scales from on-demand usage in small business up to large distributed contact center architectures.

ELEVĚO OMNICHANNEL

Captures omni-channel interactions(voice, chat, email, text, etc) from multiple sources in a single product and workflow, integrating reviews, voice of the customer, customer sentiment and phrase detection.

About Elevēo

Elevēo was formed to provide effective, simplified solutions for complex contact center problems.

Our products provide only features needed to elevate contact center operations & processes, are built using modern frameworks and cloud-native technologies that scale & move with your business.

Elevēo products are birthed from ZOOM International with its rich WFO history and award-winning products, services and reputation for service.