

CASE STUDY.



Success Story

Raiffeisenbank meets MiFID II compliance requirement for recording mobile phones in record time with ZOOM International.

RAIFFEISENBANK STORY

Raiffeisenbank has been a ZOOM customer since 2008. They use ZOOM's recording system to capture back office calls. They had been using ZOOM's system to record calls made by dealers from standard land lines when investment transactions were being conducted.

"For us, this solution is optimal, we have made sure that we have all the client's recordings regardless of what channel they communicate with us, whether they are mobile or landline. We put this solution into operation quite quickly and since September 2018 we have been using it in live operation without the slightest problems."

Ondřej Rydl
Head of Treasury Products
Raiffeisenbank a.s.

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

Number of agents

350 agents

1500 observed phones

Partner

ALEF NULA, a.s.

The Case in Detail

Target

The introduction of MiFID II financial regulations obligated Raiffeisenbank to capture & record a broader set of investment related 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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OUR PARTNER IN RAIFFEISENBANK

Partner level/type
Integrator Gold
ZOOM Partner since 2013

Primary Results

ZOOM Int. developed technology to support recording of mobile phone traffic from the brokers' mobile phones using Session Border Controllers as the gateway between the recording system and the traffic from mobile operator network, which the brokers used for their mobile calls, allowing for full compliance.

The whole solution is independent of the mobile operator.

Secondary Benefits

The new mobile recording capability was added to their existing voice recording, creating a single compliance solution for Raiffeisenbank which was implemented quickly and for a reasonable cost. Agents and brokers have access to the recordings from one UI.

Analysis

Now all financial conversations are captured, stored and reviewable in a single place making the bank fully MiFID II compliant. We are able to evaluate all calls in the ZOOM QM System.

Recommendation

Installation of SIPREC based recording using SBCs to capture mobile device interactions as an addition to ZOOM Call Recording. The solution was brought into operation very quickly.

ZOOM QUALITY MANAGEMENT

ZOOM 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, Quality Management is the single best solution for reaching your business goals.

ZOOM CALL RECORDING

ZOOM 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.

ZOOM 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 ZOOM International

ZOOM International exists to elevate every customer encounter for contact centers. Our software captures customer sentiment at the point of contact, providing actionable insights for improving customer experience, optimizing agent effectiveness and maintaining compliance.

No other WEM software provides a full 360-degree view of omni-channel interactions, survey results, customer sentiment and quality reviews in a single place the way ZOOM does.

We serve over 2200 customers and partners worldwide, ranging from sub-100 agent contact centers to brands like Amerigas, IBM, Homecredit, Finansbank, Tata Sky, Generali, Allianz, and Vodafone spanning 90 Countries.