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

Raiffeisen BANK

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, using Elevēo's recording system to record voice interactions between dealers and customers as investment transactions are conducted. This solution supports MiFID II compliance in Europe.

"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' Trade Boards 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 obliged Raiffeisenbank to capture and record interactions related to a broader set of investment conversations, creating a requirement for all calls between sales representatives and potential clients to be recorded. This new regulation includes all conversations even if the client did not complete a transaction, and subsequently significantly increased the number of calls that needed to be recorded. Additional requirements included the capture of sales representatives' mobile phone calls which previously were not recorded.

Solution

Elevēo has developed the ability to support the re-coding 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 Elevēo's compliance and quality management system.

Elevēo Compliance Recording

Elevēo protects you with compliance recording tools tailored to your contact center or back office team. Among its features, our solution suite includes auto-pause-and-resume desktop capabilities for PCI DSS compliance and a data scrubbing rules engine for GDPR & CCPA. We also provide an extensive media lifecycle management rules engine to meet internal or external data retention requirements.

Elevēo Workforce Optimization

Elevēo helps you exert control over large volumes of inbound and outgoing calls, emails and chats. Our voice and screen capture tools and speech analytics allow contact center managers to collect and analyze a large sample of interactions, providing a data-driven, systematic way of identifying and addressing key issues impacting agent effectiveness and Customer Experience.

Elevēo Customer Experience

Contact center agents are brand stewards, so the quality of each customer interaction is key to establishing your reputation. Elevēo helps you protect your brand and revenue by accurately measuring how your customers feel about your brand and your service with tools including NPS surveys, interaction analytics and emotion 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.