

Customer Success Story



Eon Hungary has been using VoiceAnalytics since 2012. The solution is deployed in Hungary for analysing the calls of 500 agents. In 2018 the solution was migrated to the cloud.

„We use the system for two purposes:

- for quality control of advisors in contact center
- for complaint prevention activity at complaint management

We can check and analyse the total number of customer calls.

Since we use the tool the efficiency of our complaint management efforts simply multiplied and quality control became a systematic and automated check of pre-selected calls instead of a random control. It helps us to reduce customer churn and the number of complain/legal cases. One of the most important results is that customers will be more satisfied because we solve their problems proactively.”

Zoltán Biharvári, Head of complaint management, EON Hungary

Win Results

„Quality control became a systematic and automated check”

„ the efficiency of compliant management efforts multiplied”

„more satisfied customers”