

MKB BANK'S CONTACT CENTER HAS CHOSEN JABRA

Before the implementation of the Jabra headsets, MKB Bank often faced technical failures with contact faults of the wires and the operators were also extremely annoyed by background noise.

The utilization of headsets these days is in-dispensable in the everyday operation of an up-to-date contact center. This is the realization of MKB Bank, the double gold medal winner of 2010 Top Ten Call Center competition and the bank that has been awarded the "Excellent Call Center" certification. MKB Bank provides premium banking services to its clients and deployed Jabra headsets and USB adapters seven years ago to further improve the services of the bank and to give a boost to the efficiency and convenience of working in the Budapest-based contact center of the bank.

The use of Jabra GN2000 IP Mono headsets with the noise filter function is really simple and thanks to its lightweight design, it is comfortable to wear for longer time as well. The flexibly mounted and noise filtered microphones provide a virtually perfect sound quality.

The headsets make a smooth, background noise-free conversation possible even in an open space, commonly used office environment.

The comfortably designed, padded earphones give operators the experience of convenient work. On top of the convenience functions as the requirement of a healthy working environment the Jabra PeakStop™ technology controls all potentially emerging volume fluctuations during voice transfers.

REPLACEMENT OF 120 TERMINALS

"At the MKB Bank Contact Center we used the headsets of other manufacturers, but in 2003 the need arose to replace the headsets to a higher quality standard product in order

COMPANY

Customer:	MKB Bank ZRT
Web Site:	www.mkb.hu
Country:	Hungary
Industry:	Financial Services

PROFILE

MKB Bank is an experienced financial institution with a favourable image that managed to safeguard its capital strength and stable financial position during the years of the economical system changeover and on the grounds of these achievements has become a universal financial institution and one of the leading banks of the domestic banking system.

BUSINESS CHALLENGE

MKB Bank were faced with 2 very important challenges - contact faults of the wires and extreme background noise

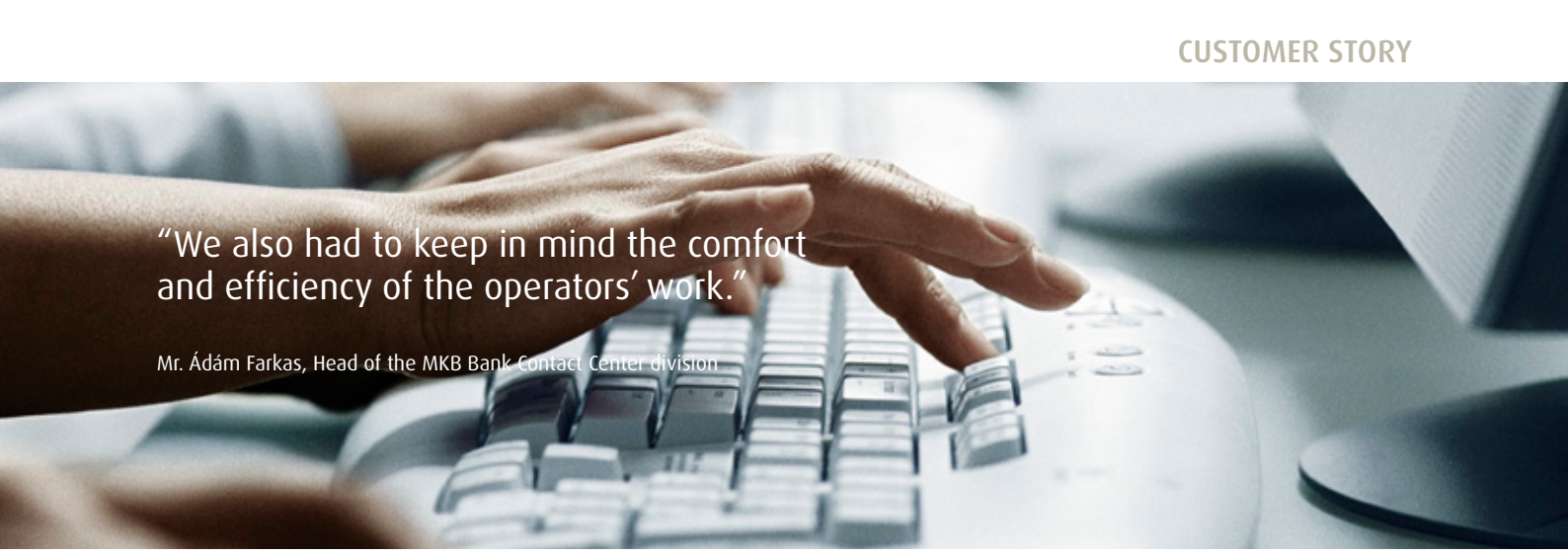
PRODUCT

Products:	Jabra GN2000 IP Mono headsets and Jabra GN8120 Voip adapter
# of Units:	120 headsets + 120 adapters

BUSINESS BENEFITS:

- Greater comfort and efficiency
- Continuous technical support and assistance
- Healthy environment with Jabra PeakStop™





“We also had to keep in mind the comfort and efficiency of the operators’ work.”

Mr. Ádám Farkas, Head of the MKB Bank Contact Center division

to fulfill our higher quality expectations. We also had to keep in mind the comfort and efficiency of the operators’ work” — Mr. Ádám Farkas, Head of the MKB Bank Contact Center division summarized his experience.

PRELIMINARY TEST TO COLLECT PRACTICAL EXPERIENCE

On the basis of the experience of the previous seven years the workers of the MKB Bank Contact Center are satisfied with the Jabra solutions. “The opportunity that our operators had a chance to test the headsets before deployment was a great benefit. Our workers were able to thoroughly test all often used functions with Jabra GN 2000 IP. They were able to compare the new and the previous technologies by way of their own practical experience. The test results have finally convinced us that Jabra solutions are up to our Center’s quality standards. “Before the implementation of the Jabra headsets we often faced technical failures: contact faults of the wires and the extremely annoying background noise” — Mr. Ádám Farkas gave explanation of the decision: “The experts of GN Netcom are providing us continuous technical support and assistance to their partners in the areas of use and maintenance of the solutions and also about the new Jabra technologies as well.”

MORE INFORMATION

Please visit www.jabra.com for more information and e-mail.