

Progress EasyAsk Newsletter

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QBCon Implements EasyAsk at Europ Assistance

We all know time is money, but for Europ Assistance time is often life. The company handles two million calls per month with queries from eight million consumers on issues such as health, travel, emergency services, professional consultations and cover, labour, education, and recovery. Each of these calls requires the operator to not only have access to the caller's details, but also to be able to answer all the caller's questions. This is a tall order when you consider that they have to scan through more than eight million records that come from various imported databases and that are written in various languages. [Read more...](#)

News

QBCon and EasyAsk International is working together to design a patch for a very unique challenge, which QBCon found while analysing a massive multi system database for a potential client. QBCon is the only authorised EasyAsk implementer in South Africa.

This collaboration marks the first developmental input from QBCon on EasyAsk. QBCon has already successfully implemented EasyAsk for IHD, Matrix Vehicle Tracking, Nedbank and Europ Assistance.

EasyAsk for Operational BI Simplifies Sales and Marketing Analytics

Progress Software Corporation released Progress EasyAsk for Operational Business Intelligence (BI) software that provides a turnkey sales and marketing analytics solution, supplying quick and easy access to, and analysis of, customer and marketing data without requiring knowledge of the underlying data structure or heavy reporting tool skills. [Read more...](#)
