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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...](#)

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### **News**



**Access Health:** QBCon is developing a Pre-Benefit Testing and Underwriting Application. This application will expand Access Health's service delivery by incorporating underwriting administration to fund administrators. This application will make pre-benefit testing cost effective and faster.

**SMB Solutions:** QBCon has completed an online opinion poll tool for SMB Solutions, and is currently working on a Web Interface tool for the SAP Business One® specialist.

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### **QBConherb Competition**



In December 2007, QBCon started a QBConherb competition for its clients and employees. Five different herb species in 170 pots were hand delivered by QBCon staff. Each herb pot had a label with the completion details along with the pot number, but did not show what herb species was inside. The herb grower (as the competitors were called during the competition) had to log on to the QBCon website to look up what herb he or she had received.

The interaction between QBCon and the herb growers started immediately. Pictures and stories were sent via email, sms and word of mouth. Some pranks were also played, but they have been dealt with... Pets also joined in the fun and competed against each other to find out who made the best herb caretaker. Reckon the war between canine and feline will never end?

The competition ended on 18 March 2008 and the external winners were Elbie Ward from Access Health SA and Mauritz Geysler from ERWAT Laboratory Services. Elbie won a Laptop Bag and Mauritz won a Photo Bag from Crumpler. If you visit the [QBConherb Blog](#) you can see for yourself why Elbie won by far.

QBCon would like to thank everyone that participated. Without your contributions the competition could not have been a success.

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