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“Fabasoft Mindbreeze Enterprise provides our staff quickly and efficiently with all the information they need. The service center staff is able to respond to requests without delay, as all relevant information is found with only one query. This even further improves the quality of our customer services whilst simultaneously minimizing effort of our staff.”

# Pioneers In Efficient Information Provision

## Chamber of Commerce, Upper Austria

The Upper Austrian Chamber of Commerce (WKOÖ) is known as a pioneer among the Austrian chambers. For instance, the WKOÖ and the Upper Austrian Institute for Economic Promotion (WIFI OÖ) are leaders in using official electronic signatures, as they were among the first organizations in Austria to offer this service. Additionally, the Chamber of Commerce offers extensive online services to its approximately 60,000 members. The WIFI OÖ assists about 70,000 participants attending various activities and events in Upper Austria each year. Next to the high-quality customer service, the WKOÖ and the WIFI place great importance on simplifying the daily work of their staff, so that requests can be dealt with quickly and competently.

### Task

Simplify the information search for service center staff and make it more user-friendly. The context of complex issues must be clearly displayed in order to be easily recognized, reducing time in search and the workload of service center staff. The users should be able to seamlessly process search results in the usual applications.

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## Overview

### Customer/Chamber of Commerce

The WKOÖ is the lobby group for entrepreneurs in the federal province of Upper Austria. It provides information and consulting services and, together with the WIFI OÖ, is also active in the field of education and training. WKOÖ and WIFI OÖ have been working with Fabasoft products since 2003 in course management and in the customer service center, for example, to offer advice and information faster and more professionally.

### Solution

Fabasoft Mindbreeze Enterprise enables access to information from various data repositories throughout the organization (such as e-mail systems, file systems, data bases).

