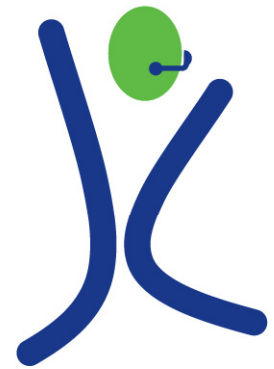




The Vysočina Region Contact Centre



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The purpose of the Vysočina Region Contact Centre is to ensure the equal and transparent access of citizens to information concerning relations between citizens and public administration and citizens and the region, regardless of the manner of communication, at any time, and from any place.

The Contact Centre is a system comprised of a set of communication channels used for gaining access to a virtual information office, through which the representatives of municipalities, citizens, and organisations can find out information about selected topics concerning the activities of the Vysočina Region self-governance.

The communication channels of the Vysočina Region Contact Centre include:

- the toll-free telephone line 800 809 809
- electronic mail at egon@kr-vysocina.cz
- a web form at <http://www.kr-vysocina.cz/kc>
- SMS
- fax

The technological solution of the Contact Centre is based on the CityHelpDesk and NeXspan products, supplied by Telefónica O2 Czech Republic, a. s. This solution combines the advantages of IP telephony, web applications, SOA architecture, and remote operator access.

Since its launch in 2009, the Contact Centre has provided information concerning the electronisation of public administration, referred to as eGovernment, and healthcare fees.

As shown by the outcomes of the ICHNOS and ICHNOS PLUS projects, the Vysočina Region's Contact Centre would seem to be an appropriate model for the establishment of an RCC (Regional Competence Centre). The purpose of a Regional Competence Centre is to coordinate assistance points for entrepreneurs. Some of the services of the Contact Centre could therefore be directed at satisfying requirements for small and medium-sized businesses whose inquires may concern, for example, the registration of a business, the establishment of a company, the reporting of the provision of a cross-border service, or information about investment opportunities.

