

The logo consists of a large, 3D-style red letter 'A' followed by a smaller white number '1'. The background of the entire image is a dark blue field with vibrant, glowing, wavy lines in shades of red, purple, and blue that create a sense of motion and depth.

Knowledge Management 2023

| A1 Austria

A1 Group

- Leading telecommunications provider in the CEE.
- **7 countries**, around **27 million customers**.
- European unit of **América Móvil**, one of the largest wireless services provider in the world.
- **A1 Digital**: digital transformation in the core markets as well as in Germany and Switzerland.
- **A1 Austria** is the largest company within the Group, generating 55% revenues.



27 mn

Customers in 7 core markets

5,0 bn

Total revenues; financial year 2022

1,8 bn

EDITDA in the financial year 2022

17.906

Employees as of year-end 2022



| A¹ Austria

Consumer

A suitable offer for every household



Internet, TV, smartphones and classic telephony.



Enjoy the best and fastest internet at home with the largest fibre-optic network.



Most awarded network for best reception and fastest surfing pleasure.



A1 Xplore TV & Canal+ the perfect combination of live TV & streaming app.



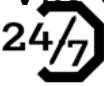
Cybersecurity Services: always safe on the Internet without specialist knowledge.



| A1 Austria

Consumer, SME & Enterprise

A1 Services & Benefits

- Around **7,000 employees** take care of **100,000 customer contacts** every day.
- Whether My A1 App, A1 Chat, A1 Live Shop or Social Media: **best service** also via digital channels. 
- There for customers **on site**: in A1 shops, post offices, retail partners and with the regional sales and service teams.
- **In person and online** - 24 hours, 365 days a year
- with **innovative, digital features** for the best experience in every customer contact.

A1

■ **TNPS > 57** every day



New Knowledge-Management in A1 – WHY

- Outdated system (end of life) - not compatible with modern frontends.
- Search is too vague and provides too many results.
- No new features possible.
- Design is not user-friendly - poor user experience (UX).

The screenshot displays the A1 Austria website interface. At the top, there is a navigation bar with a search field labeled 'Suchbegriff' and options for 'Archiv' and 'Archiv2'. Below the navigation bar, a 'Quicklinks' section is visible, followed by a 'Menü' sidebar with various links like 'News for you!', 'TS', 'Produkte (A-Z)', etc. The main content area features several promotional banners: 'Sommer bei A1' with a list of offers, '10 Monats-Entgelte gratis' with a date range and a list of services, 'Next Handy des Monats' featuring a Samsung Galaxy A54, and 'A1 Business Internet' with a promotional offer for 4 months of free basic fee. The A1 logo is visible in the bottom left corner of the screenshot.

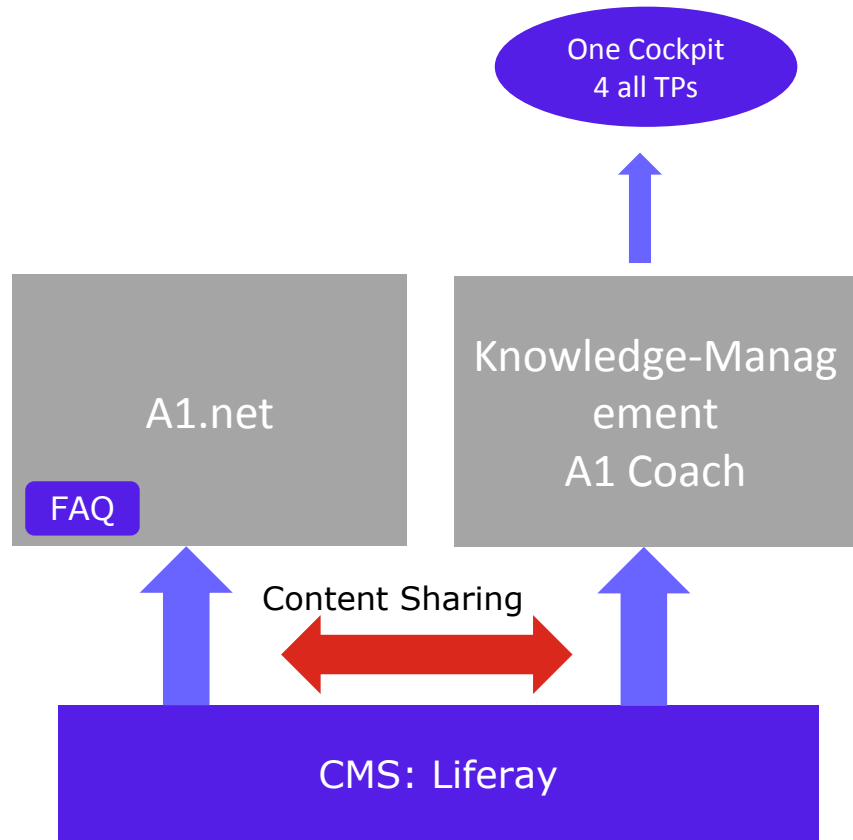
| A¹ Austria

Why is a modern Knowledge Management so important

1. Enhanced Customer Experience
2. Reduced Training Needs
3. Higher Net Promoter Score (NPS)
4. Efficient Knowledge Sharing:
5. Cost Savings



New Knowledge-Management in A1 – How



- A1.net and A1 Coach use the same content management system - synergy effects help save costs.
- "Seamless frontend" - unified appearance, central styles, not every system has its own rules for templates/codes/...
- Liferay offers many features out-of-the-box.
- "Reduce to the core": reduce content, reduce features, no 1:1 migration technically.
- Categorization - provides better search results.
- Simpler navigation, focus on search.
- **Easy integration: content is displayed where it is needed - as a standalone version and directly in business cases.**

A first view!

A1 Coach. Du kannst alles wissen

Tools A1.net

Wie kann ich helfen?

Suchen

A1 B.free bob Red Bull MOBILE

Links/Artikel

Navigation Quicklinks

- Rechnung
- Allgemein
- Rechnungsaufbau
- Kosten kontrollieren
- Rechnung bezahlen
- Rechnung nicht bezahlt
- Festnetztelefonie
- TV

News

Alle anzeigen MVP Rechnungsfehler TV

Mo 19.06.2023 um 08:00
Aktuelle Senderinfos
TV

Mo 19.06.2023 um 07:00
A1 Smart Home Hardware falsch verrechnet
Rechnungsfehler

- Home page with navigation or quicklinks
- search box
- news section

A first view!

The screenshot shows the A1 Coach search interface. At the top left is the A1 logo and the text "A1 Coach. Du kannst alles wissen". On the top right are "Tools" and "A1.net". Below the header, there is a search bar with "senderliste" entered and a search icon. To the left of the search bar is a dropdown menu for sorting, currently set to "Relevanz". Below the search bar, there are filter sections: "Filter nach Marke" (A1 (15)), "Filter nach Segment" (Privat (15), Small Business (15)), "Filter nach Hauptkategorie" (TV (15)), "Filter nach Unterkategorie 1" (A1 Xplore TV (4), A1 Xplore TV Lite (1), A1 XploreTV Stream (1), Senderliste (3), Smart TV (1), Zusatzoptionen (5)), and "Filter nach Unterkategorie 2" (A1 XploreTV (3), Balkan TV (1)). The search results are titled "15 Ergebnisse für senderliste" and include sections for "Smarte Senderliste" (with a description about 4K/UHD quality), "Aktuelle Sender" (with a description of the A1 Xplore TV Senderliste), and "TV Radiosender" (with a description of the A1 Xplore TV Radio App). Each result section includes category and target system information.

- Search results with
- categorization
 - sorting option

A first view!

- Auf dieser Seite:
- [Details A1 Xplore TV](#)
 - [Funktionen - was geht wo?](#)
 - [Gleichzeitige Nutzung TV-Streams](#)
 - [Bestellung & Herstellung](#)
 - [Beschwerde Wiedergutmachung](#)
 - [Produktwechsel](#)
 - [Umzug & Übertragung](#)
 - [Kündigung & HW Retoure](#)

Produktwechsel



Ein Wechsel von bestehenden TV-Produkten auf A1 Xplore TV S/M/L ist jederzeit möglich

- Wechsel zwischen A1 Xplore TV S-L ist möglich
- Wechsel von A1 Xplore TV S/M/L 2020 auf A1 Xplore TV S/M/L ist möglich.
- Ein Wechsel von A1 Xplore Streaming S-M auf A1 Xplore TV S-L ist möglich.

Kunden mit einer A1 Xplore TV Kombi

Kunde wählt ein A1 Internet Produkt XS-XL mit der gewünschten/verfügbaren Internetgeschwindigkeit und anschließend das passende A1 Xplore TV S/M/L Produkt dazu.

Nicht möglich:

Ein Wechsel von A1 Xplore S-L auf A1 Xplore TV Stream. Der Kunde muss kündigen und neu anmelden.

Wechsel A1 Xplore Streaming S-M/A1 Xplore TV Stream auf A1 Xplore TV S-L (A1 Service Team & A1 Shop):

- Im RICO/Partnerweb wird eine Checkbox angezeigt "A1 Xplore TV Streaming/A1 Xplore TV Stream übernehmen?"
- Wenn diese ausgewählt wird, werden die Zusatzoptionen und der A1 Xplore TV Benutzername vom existierenden Streaming Produkt übernommen.
- Wenn diese Checkbox nicht angehakt wird, dann bleibt Streaming bestehen, und A1 Xplore TV wird mit einem neuen User zusätzlich angelegt.

⚠ Wechsel ein Kunde nur sein Internet Basisprodukt, muss das TV-Produkt nicht geändert werden (ausgenommen Übersiedlung und TV-Umstieg).

Bewertungen & Kommentare

Meine Bewertung ★ ★ ★ ★ ★

[Kommentare anzeigen \(0\)](#) [Kommentare schreiben](#)

Durchschnittliche Bewertung 5/5

- Content page with
- content on the right side
 - site navigation on the left side
 - comment & rating function under each content element

A first view!

The screenshot displays the A1 One Cockpit interface. At the top left, the 'A1 One Cockpit' logo is visible. A search bar contains the text 'Nach Kunde, Rechnung oder Aktion suchen'. The user profile 'Walter' is shown in the top right, along with 'In neuem Tab öffnen' and 'Password Manager' options. The main content area is divided into several sections:

- Verrechnungskonto 32091:** Details for the account, including 'Zahlungsart SEPA/EZE', 'IBAN AT9211', and 'Rechnungsempfänger Hr. Walter'.
- Verknüpfte Person:** Shows 'Walter jun.' with a 'Kdr.: 104€'.
- Rechnungen:** A list of invoices with columns for date, amount, and status. The table contains the following data:

Datum	IBAN	Termin	Betrag	Status
06/2023	0012 5375 1446	15.06.2023	11,93€	Offen
06/2023	0012 5375 1452	15.06.2023	15,02€	Offen
05/2023	0012 5039 8166	15.05.2023		Bezahlt
05/2023	0012 5039 8171	15.05.2023		Bezahlt
04/2023	0012 4700 3310	14.04.2023		Bezahlt
04/2023	0012 4700 3315	14.04.2023		Bezahlt
- Produkte:** Lists 'A1 Go! Easy 2015' with a phone icon and '+43 654'.
- A1 Coach:** A sidebar panel titled 'A1 Coach' with a close button. It shows a tip: 'Rückzahlung bei gekündigten Verträgen mit eingetragener Bankverbindung erfolgen nicht automatisch.' Below this, it explains that a customer wish can be processed with a 'Kundenkennwort' and provides a 'Voraussetzung' (prerequisite) for seeing a credit balance. It also lists input methods for different scenarios: 'Privat, Small Business' (Eingabe durch MitarbeiterIn) and 'Höher als aktuelle Betragsgrenzenregelung' (CCA > Rechnung > Rückzahlung).

- × Integration in CRM system
 - Click on **?** shows the A1 Coach content.
 - Information depends on the widget (e.g. product or bill) and the customer (e.g. in collection)

Thank you.

A1