



## **The CNCC chooses Global e-line for the technical assistance of its new Internet portal targeting 18,000 affiliates**

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The « Compagnie Nationale des Commissaires aux Comptes » has recently opened a collaborative Internet portal dedicated to the auditors, offering them a pallet of specific critical mission services, allowing amongst others a certification system, an electronic safe and an electronic signature.

The CNCC wished to set up a very innovative service of technical assistance to the auditors, users of the Internet portal.

The required solution had to propose particularly:

- the possibility to receive all incidents, via email and via phone calls,
- an incidents processing or trouble ticket,
- the integration of users' directory,
- a statistical tool,
- a mailing tool.

The choice of Global e-line solution stood out rapidly in relation to other European customer support tools. Global e-line was deployed in less than two weeks, thanks to its user friendly interface and implementation tools. This allowed CNCC's 18,000 users to access an unparalleled customer service.

### **About the CNCC**

The CNCC is the organisation placed under the authority of the Ministry of Justice, gathering all registered auditors. It maintains technical and political relationships with French and European authorities. The auditor's mission is to contribute to the security of the economical and social life, as well as the respect of equality between shareholders.

The largest national and European companies, as well as the most innovative SMEs, use Global e-line:

- \* BANCO LEONARDO
- \* CENTRES HOSPITALIERS
- \* CREDIT AGRICOLE
- \* EADS
- \* EDUCATION NATIONALE
- \* FRANCE TELECOM - ORANGE
- \* HEWLETT-PACKARD
- \* WARNER MUSIC
- \* SAINT-GOBAIN
- \* SOFINCO
- \* SYNDICATS INTER HOSPITALIERS...
- \* THALES GROUP
- \* TUPPERWARE

### **About BusinessLine**

BusinessLine is the European provider of the full web software package Global e-line, dedicated to Customer Service and Support Services. The Global e-line solution enables companies to optimise the quality of their helpdesk services and customer relationships. Fully integrated, flexible, evolutive, and adapted to quality programs, Global e-line contributes to keeping the IT, telecom and industrial infrastructures operational, in order to reach the highest level of satisfaction for both internal and external users. [Read the whole story](#)

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