



How we helped Le Slip Français

The problem

Le Slip Français wanted to maintain its SLAs during activity peaks while facing **+500% increase in customer care tickets**.

The results

48 h Notice to activate Onepilot in extension of Le Slip Français internal customer care teams

36 min Average first response time by mail

< 2 % Escalation rate to Le Slip Français internal customer care team

90 % CSAT thanks to instant, efficient and round-the-clock answers

+ 20 % Internal customer team increase in NPS