



# How we helped Qonto

## The problem

Qonto bought Penta, their german competitor. The customer service teams had to be scaled up quickly to ease the 50K customers to migrate seamlessly.

## The results

**100** Onepilot agents were onboarded on this project in 6 weeks

**15 min** Mail FRT

**2 min** Chat FRT

**4.4 /5** CSAT, almost unrivalled in the Fintech or Banking sectors

**6 %** Reopen rate