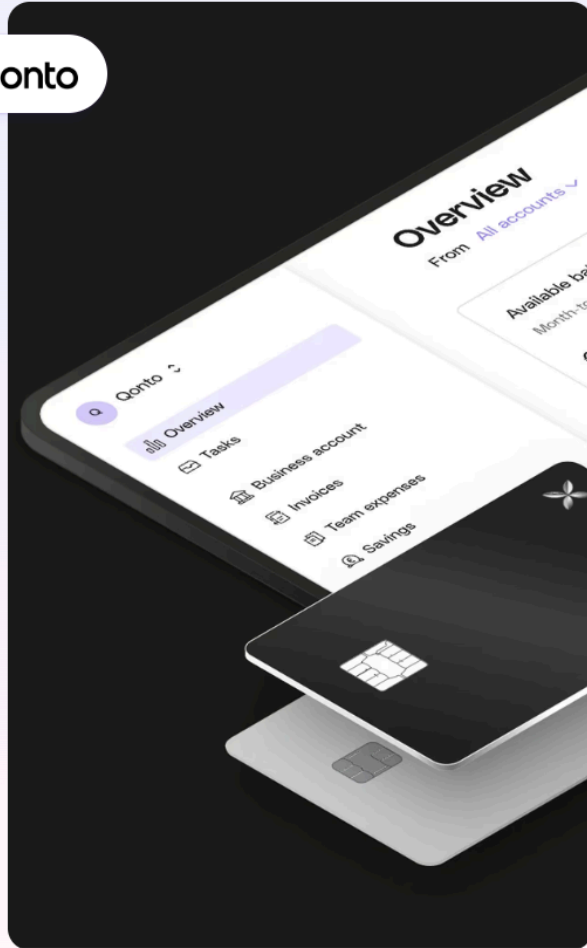


Qonto



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