

ZEGO

How we helped Zego

 The problem

Zego was looking for a reliable partner to ensure qualitative and scalable Customer experience operations.

 The results

40 FTE shifting 24/7

10 min Mail FRT

1 min Chat FRT

33 % Reduction in abandoned rate

25 % Onepilot contribution to on-the-floor revenue

+ 30 % Zego internal team NPS increase