

 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