

JUMIA WINS THE 2015 ECOMMERCE SCUSTOMER SERVICE EXCELLENCE AWARDS, SPONSORED BY KONGA & DHL



Info Lagos, Nigeria | Published on: October 15, 2015

AFRICA INTERNET GROUP

Summary **Jumia, the leading online shopping destination in Africa, has been adjudged the overall best organization in 2015 Customer Service (CS) practice in Nigerian e-commerce landscape.**

Spokesperson

Nils Seger
Head of Communications at
Africa Internet Group
nils.seger@africainternetgroup.com

Details Lagos, 15/10/2015 - Jumia, the leading online shopping destination in Africa, has been adjudged the overall best organization in 2015 Customer Service (CS) practice in Nigerian e-commerce landscape.

 n.seger
 nilsseger

This award clearly signifies a strong desire and commitment to creating a convenient ecosystem where everyone across Nigeria can shop with ease. It plainly asserts Jumia's position as the preferred Ecommerce mogul and its desire to conquer the Nigerian digital space.

The Nigeria customer service awards (NCSA) which was sponsored by Konga and DHL, is the prestigious annual awards that celebrates service excellence in Nigeria, by recognizing companies that deliver effective and exceptional customer service.

This year's Customer Service Excellence Awards put Jumia's Customer delivery to the test and elicited an unprecedented number of nominations, field research by NCSA team asking various customers about Jumia's service delivery and a surprising sum of 302 mystery shoppers across Nigeria testing the sterling qualities of the Jumia Customer Service team.

You would recall that amongst many of Jumia's laudable customer service initiatives this year, a multi-lingual contact center was introduced, the first of its kind in the e-commerce sector and a thorough mode of customer engagement via the different social media channels.

While commenting, Managing Director of Jumia Nigeria, Fatoumata Ba said, "Since Jumia's first day back in June 2012, our first and foremost objective has been to provide an excellent, world-class customer service that makes our customers want to come back and vouch for us. This award is a recognition of our dedication and a strong encouragement for us to aim even higher!"

About JUMIA

JUMIA is Africa's leading online shopping destination. Customers across the continent can shop amongst the widest assortment of high quality products at affordable prices – offering everything from fashion, consumer electronics, home appliances to beauty products. JUMIA was the first African company to

win an award at the World Retail Awards 2013 in Paris as the “Best New Retail Launch” of the year.

About Africa Internet Group

Africa Internet Group, the leading internet platform in Africa, promotes sustainable online growth that benefits both businesses and consumers. Firmly rooted in Africa’s startup ecosystem, the group provides easy-to-use services and smart solutions across the African internet sector. AIG is invested in furthering regional entrepreneurship and innovation through a passion for Africa, its culture and its people. AIG is the parent group of ten successful and fast-growing companies in more than 30 African countries. Its network of companies includes Carmudi, Easy Taxi, Everjobs, hellofood, Jovago, Jumia, Kaymu, Lamudi, Vendito and Zando.

Relevant links

 [Jumia](#)

 [Africa Internet Group](#)

Images





About AFRICA INTERNET GROUP

Africa Internet Group, the leading internet platform in Africa, promotes sustainable online growth that benefits both businesses and consumers. Firmly rooted in Africa's startup ecosystem, the group provides easy-to-use services and smart solutions across the African internet sector. AIG is invested in furthering regional entrepreneurship and innovation through a passion for Africa, its culture and its people. AIG is the parent group of ten successful and fast-growing companies in more than 30 African countries. Its network of companies includes Carmudi, Easy Taxi, Everjobs, hellofood, Jovago, Jumia, Kaymu, Lamudi, Vendito and Zando.