



🕒 08 April 2021, 15:30 (CEST)

Records are made to be broken... again

Since the launch of our #2021supported campaign earlier this year, it appears that more and more customer support teams are following suit with a heavy focus on **agent empowerment**.

At Kaizo, we saw this firsthand. An increasing number of support teams looked to Kaizo as their chosen tool of empowerment. This led to a record month of downloads in February.

In March, teams around the globe continued to shift towards an environment which allows their agents to be more engaged and productive. *This* led Kaizo to smash our downloads record from the previous month by 30+%. 🏆

With another record-breaking month and quarter under our belt, we are excited to see that our mission to help empower agents around the globe is making a notable impact on so many customer support teams.

Here are some of our proudest achievements from March:

March Highlights at Kaizo

🌟 **Record breaking month & quarter for downloads**

March marked Kaizo's second consecutive record breaking month for downloads. After an amazing start to the year, we followed up with a further **31% increase in user downloads** to close out our most successful quarter to date. Congratulations to our entire team and a warm welcome to all our new Kaizonians.

🏆 **Top featured app on Zendesk Marketplace**

There's no better feeling for us than opening up [Zendesk Marketplace](#) in the morning and seeing Kaizo in the top featured apps again. Lucky for us, we got to experience that feeling almost every morning in March, as we held a near one month residency atop the marketplace rankings. Thanks to the **70+ #supportheroes** that have given us **5 star ratings** and reviews.

📣 **Launch of the 'Agent of the Month' podcast**

The last week of March saw the launch of the 'Agent of the Month' segment of the Support Heroes by Kaizo podcast. As part of our **#2021supported campaign** the episodes will celebrate the amazing work of agents by providing a platform to share their insights and experiences with the world. Check out our first episode with Nadezhda Zubova (Hope) from Miro [here](#).

To Q2 and beyond

After our most successful quarter ever, Kaizo is ready and motivated moving into Q2. With a strong focus on **utilising customer feedback for product/feature upgrades**, we're excited to continue to develop our next-gen performance development platform for **#supportheroes** around the globe.

ABOUT KAIZO

Kaizo, the top-rated, unified, and actionable Workforce Performance Management (WPM) platform covering the entire customer support life-cycle.

 pr.co

 **Kaizo**

Kaizo

