Kaizo

Welcoming new partners, listeners and #supportheroes

> *"73% of support leaders say that customer expectations for their team are increasing, less than half (42%) are sure they're actually meeting those expectations."*
>
> — Intercom

[Newly updated research from Intercom](#) re-stated what we at Kaizo have heard since the outset of the pandemic: that customer expectations and support volume is rising. Undoubtedly, technology holds the key to success amidst the challenges highlighted in Intercom's report. Meeting these high expectations has become a necessity for competing in the modern market and a value proposition for those who do it best.

With further product progression on the horizon for July, this month at Kaizo we'd like to draw attention to some of our commercial successes. As an indication of the value that we are currently providing to the support industry but also to solidify our intention to consistently exceed our prior successes.

June Highlights at Kaizo

🀄 Kaizo announces $4 million seed extension with Fortino Capital

In 2020, Kaizo raised $3 million in seed capital co-led by Gradient Ventures (Google's AI fund) and Partech. Having developed and grown from this base, Kaizo announced the extension of its seed round by $4 million, led by Fortino Capital.

With this new capital, Kaizo will focus on platform enhancement and broadening our customer base to empower more support teams to improve their performance. To achieve this, Kaizo has expanded the search for new talented Ninjas to join our team!

🐼🥷 Following rapid growth and demand Kaizo posted three new positions

To further drive our development, Kaizo has added three new positions to our list of desired roles. Totalling now: 4 Engineering roles and 1 Marketing role.

There are currently openings for the following roles:

B2B Content Marketing Manager

Senior Frontend Developer

Senior Scala Engineer

Senior Data Scientist

Data Engineer

💪 Last chance to support our Agent Empowerment Survey

The well-being and performance of customer service agents is in Kaizo's DNA. Our product puts performance firmly in the hands of service employees, empowering them to make the right decisions for agents' development.

To further this goal and as part of our 'Year of the Agent' campaign, Kaizo launched a groundbreaking Customer Support Agent Empowerment Survey. This survey was designed to quantify the experience and preferences of customer support agents globally. Kaizo will then present this anonymised data in a report guiding management practices towards what actually makes agents more productive and engaged.

The ultimate goal is to build happier, healthier and more productive work environments for customer support staff by sharing these insights around the industry. If you'd like to support this endeavour, please share the survey with your customer support colleagues!

🎙 Thousands of listeners in 6 months of Support Heroes by Kaizo

We're proud to have thousands of #supportheroes from around the world tune in to hear weekly insights from their peers in our Support Heroes Podcast. We're immensely proud of what we've achieved in just over 6 months of airing. Inspiring others in the industry to follow in our footsteps and produce amazing customer support related shows.

Nevertheless, our respect for the field of customer support and reverence for the individuals that excel in our industry is what makes our show stand out amongst the crowd. With support leaders from giants like Zoom, Zapier, Github and Intercom investing their precious time into speaking with us and sharing their insights with our community.

True to our roots and furthering our commitment to the 'Year of the Agent', we've continued prompting our 'Agent(s) of the Month' podcast series. Where customer support agents are given the same respect and careful attention as C-Suite leaders from world-renowned companies.

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