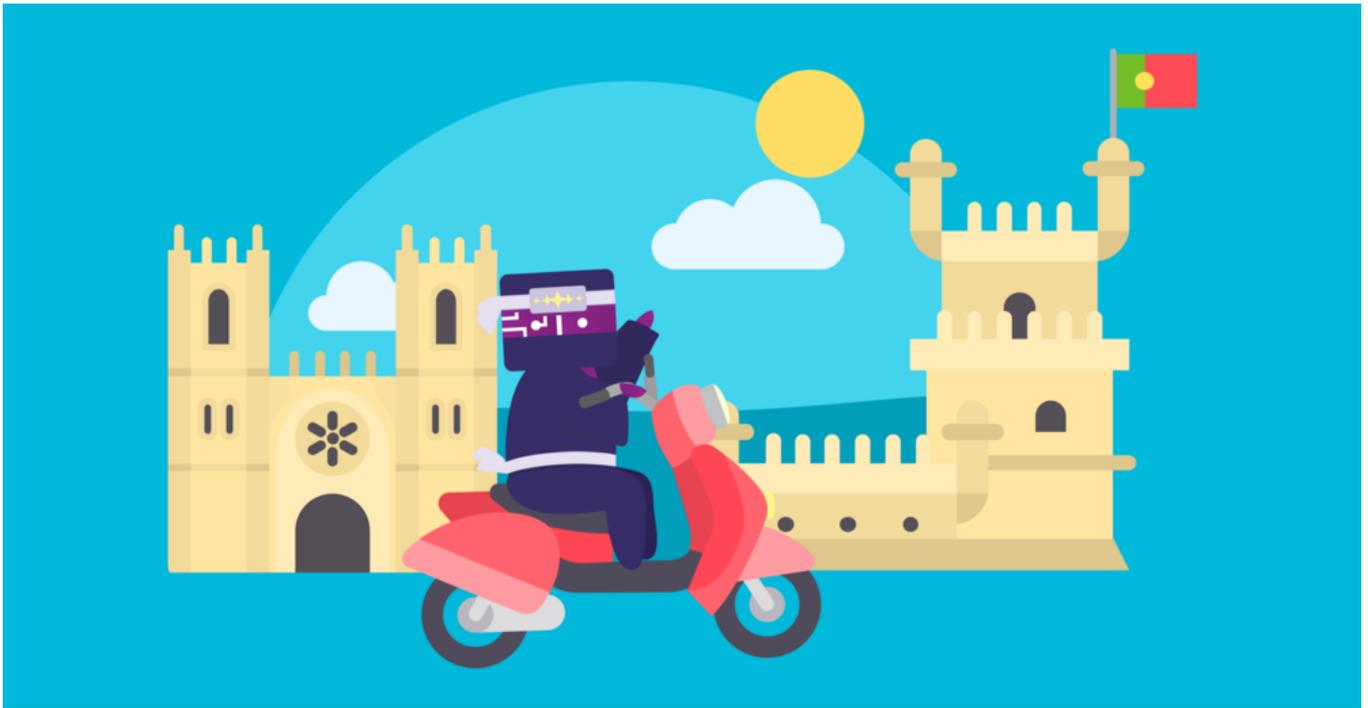


Building the Team and Celebrating Customer Support



October at Kaizo was as hectic as ever: our continuously growing ambition makes us set eyebrow-raising goals, while our strong team spirit helps us find creative ways to reach them. This month we got the whole team together in Lisbon, celebrated customer support agents, awarded the pioneers at the forefront of customer service, and added a new member to the Kaizo family.

Interested to hear what the fuss is all about? Take a look.

October highlights at Kaizo

 **Having a workation in Portugal**



Sunset sailing, axe throwing, visiting Cascais and Sintra, having team dinners, exploring Lisbon, eating tons of pastéis de nata, riding scooters — **we did all that** and much more while also having regular brainstorming sessions, bonding, and upscaling Kaizo!

If there is one thing to be said about workations it would have to be this: it gives you the opportunity to learn who makes a loud neighbour and the chance to build sustainable business strategies with everyone making their own meaningful contribution along the way.

 **Celebrating Customer Service Week**

The Kaizo logo features a stylized icon of a person with arms raised, followed by the word "Kaizo" in a bold, sans-serif font.

Happy Customer Service Week



The first week of October is the time when the whole world celebrates the heroes developing the customer service industry. This year, we spent the whole business week, October 4th to October 8th, focusing on customer support agents, their needs and expectations, as well as ways to reward them for their devotion to the craft.

We brought some of the brightest minds of customer service in one room to talk about ways to support agents in a hybrid work environment and to help them develop their careers amid the COVID-19 pandemic. [Shaakirah Chettiar](#), our Customer Experience Lead, hosted the meetings and helped both, the speakers and all the attendees, challenge the way they looked at productivity in customer support.

Supporting Agents in a Remote/ Hybrid Work Environment

"Be human...Be vulnerable yourself so your team feels comfortable with being vulnerable"



Matt Dale
VP Customer Support,



"The product team should really listen to the support team"



Eugenia Chuprina
Head of Support



"Put flexibility towards the core of what you do"



Rory O'Beirne
Head Of Customer Support
Tiqets

"Have a special channel where colleagues can give each other praise for what they achieved."



Mitchell van der Aar
Head Of Customer Experience



🏆 Holding 2021 Kaizo Support Hero Award



Customer service is one of the industries that, despite its massive value in times of 'remote' life, has been overlooked. We decided to put an end to that and came up with a special award that would celebrate customer support agents all around the world. With this award, we gave recognition to the agents excelling in different things, like customer advocacy, peer-to-peer feedback, creative innovation, and cross-functional communication.

We're excited to see that this initiative did not only help agents feel appreciated for their work, but also encouraged many other individuals to think about the value good customer service carries in our everyday life.

Welcoming a new member

Our marketing team got bigger — we had a new member, **Beatriz Mota**, a Graphic & Product Designer, joining the Kaizo family. Having spent some time working with us as a freelancer, Bea decided she wants to stay with us full-time and we couldn't be happier to welcome such a great addition to our marketing department.

What's next?

We are gearing up for the upcoming Black Friday season and launching new features in our product — be sure to follow our updates!

ABOUT KAIZO

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



 **Kaizo**

Kaizo