

Closing 2022 and Peeking into 2023



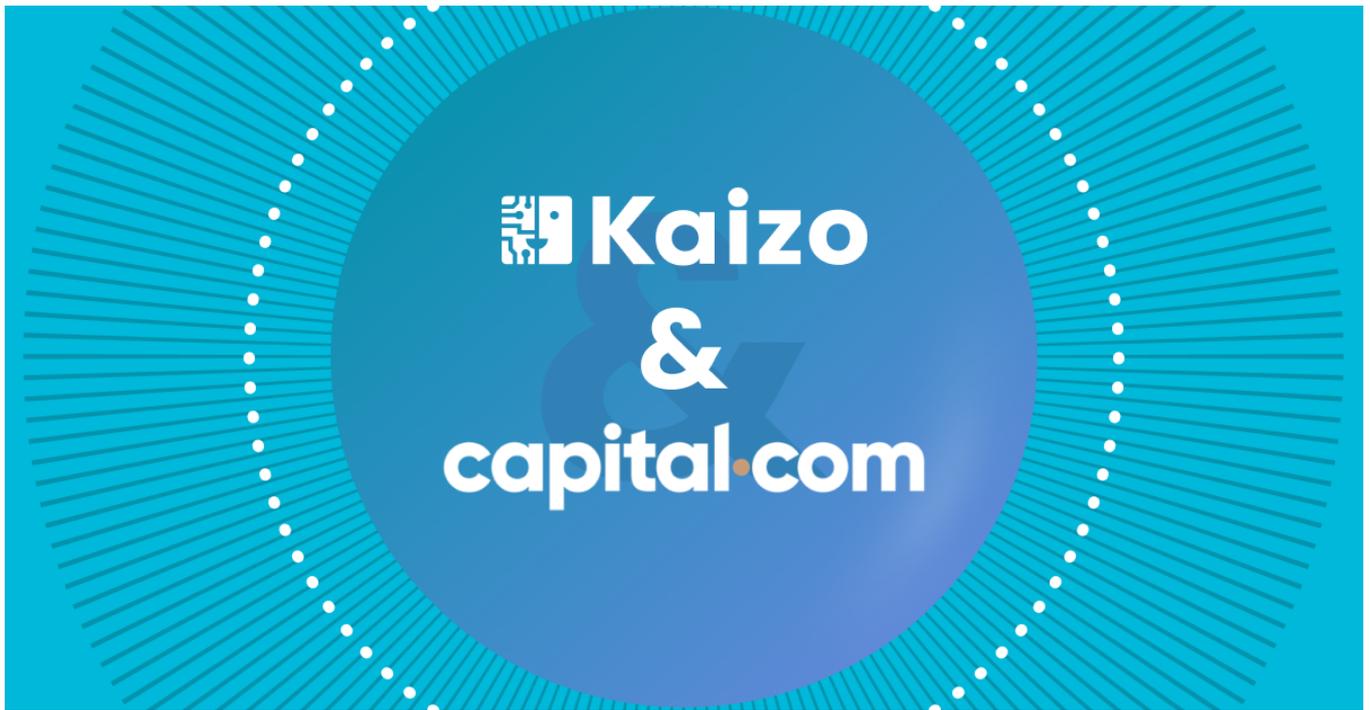
Snow is falling and the holiday season is finally here!

This time is a major event in the customer support industry. Our support heroes are working day and night to make this season merry and bright. We at Kaizo want to thank you for going above and beyond to spread cheer and delight customers!

And as always, it's time again for us to share our monthly rundown.

December highlights at Kaizo

Celebrating Capital's success



This December, Kaizo and Capital.com came together to talk about how Kaizo became the answer to their customer service needs!

Capital.com is an online trading and smart investment app that has won the trust of over 7 million users. Vera Abdul Sater, Head of Customer Support Operations, and Alexei Filipovich, Customer Support Team Lead have seen their support department succeed through the expansion of their team and a shift to a hybrid format.

They are the kinds of leaders who want to inspire effective and strategic growth. Kaizo has exceeded their expectations — the platform’s friendly interface and streamlined automation have optimized its service performance even in times of major change.

Capital.com is one of our most interesting customers! After using Kaizo to its full capacity, the Capital.com team – from upper management to newbie agents – can confidently say that our app is what makes their service so seamless.

Check out [Capital.com customer story](#) today!

🔗Opening new roles



Frontend Developer

Amsterdam, Netherlands



With the new year, we want to see new talent join our team!

We are inviting Frontend Developers based in Amsterdam to apply for our newest opening.

Can you leverage cutting-edge technologies to experiment with our product? Do you like creating eye candy that stimulates the imagination and keeps people engaged? Are you a master of JavaScript, React, and Typescript?

Then don't wait another minute!

[APPLY HERE](#)

Thinking forward and celebrating what has passed

We at Kaizo are proud of the work we've accomplished this year.

In 2022, we focused on building features that will help our users set individual performance-driven goals for their agents, speed up their QA and team management processes.

Need to motivate your teams and help them get engaged? With our Missions, you can set performance-driven and time-bound goals for each team member. Don't have time to create those for each individual? Our AI technology will help you do it one click!

Want to optimize your processes and bring as much as possible into one tab? With our Kaizo Quick Access feature you can do most of your processes without leaving your Zendesk interface!

That and a lot more is what we are proudly looking back at as 2022 is coming to an end.

🎄 Visiting Cologne Christmas Markets

Kaizo celebrated the holidays by touring 5 famous Christmas Markets in the city of Cologne! Exploring this historic German city at the height of the Christmas Season sure was memorable.

Our team is effective not only because we share a similar work ethic. Our teambuilding excursions keep us motivated and engaged and the creative juices (and the Glühwien) flowing.

After an incredible business quarter, we were all thankful for an opportunity to chat over fire-roasted chestnuts and bond with bonbons in our teeth.

Thank you, Cologne!

👁️ What's next?

We have ambitious plans for 2023! 🗨️

Kaizo will be shifting its attention to creating cutting-edge automation and AI features. And that's only what we're allowed to tell! Watch out Kaizo users — 2023 is going to be a game-changing year!

Until then, we want to wish you happy holidays and an incredible New Year!

Stay warm folks!

ABOUT KAIZO

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

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