

CASE STUDY

AIRLINE



Wizz Air's goals were:

- Provide customers with First Point of Contact resolution via calls and claims
- Support seamless flight operations
- Increase revenue through Group desk and ancillary services
- Improve Customer Experience by using every customer contact for feedback

Operationally

- 120 employees supporting the following languages: Bulgarian, English, German, Italian, Serbian, Catalan.
- Hours of operation 24/7 Monday to Sunday.
- Supporting customers on every step from completing an online booking to answering a post-travel complaint. Also supporting Wizz Air Ground handling staff, Group booking department and Social Media.

Benefits

- Multichannel customer contact
- Improved customer pre and post departure experience
- Improve airport staff services by analysing customer feedback and training airport staff