

# Agent Feedback Survey 2022



ZIZO  
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## THE CUSTOMER

National Recovery Solutions (NRS) is a nationally licensed, fully compliant ARM & BPO contact center solution provider in Lockport, NY, and a customer of ZIZO Technologies. Their focus is on the recovery of higher education, government, and consumer debt.

## THE OBJECTIVE

Targeting the agents, we wanted to find out how well they were navigating our platform, learn about which features they like, to discover any features they feel are missing, and how ZIZO is impacting them as an employee.

## THE RESULTS

# 4.4/5

When asked about the ease of use for the app, the results were overwhelmingly positive, with an average score of 4.375 / 5.0.

# 94%

94% of agents reported that they feel their performance expectations are clear and fair.

# “ALL OF THE ABOVE”

While several people mentioned that they love the Contests & Tournaments, we also received positive feedback about the Dashboard Graph, Avatars, and Leaderboards. Our favorite response was from Christen K., who answered “all of the above. It helps motivate!”



# AGENT FEEDBACK SURVEY 2022

## 75%

75% of the agents said that ZIZO has made them a more effective employee. Similarly, when asked to rate their engagement since using ZIZO on a scale from 1-5 the feedback averaged a 3.6 / 5. Some of the additional comments we received were from agents like Nicole D., who said that ZIZO helps her “push to the next milestone.”

## TEAM VS. TEAM

Friendly competition is inevitable in a call center environment. Everybody wants to believe they are the best, and with ZIZO, they have a chance to prove it through Gameplay and Tournaments. According to the agents, Team Vs Team style competitions were the most popular, but the One-on-One contests, Collaborative Goal, and Individual Goal contests were all mentioned as an exciting new part of their workdays.

## THE CONCLUSION

It is always great news when asking a customer if they have questions about any aspects of the platform and you only receive responses like “It’s user friendly.” or “No complaints here.” We had an agent who was new with the company who was not there for onboarding and was still exploring everything ZIZO had to offer.

*“I feel more effective just by trying to keep up with everyone else and having the friendly competition.”*

*Kris O.*

This provided a wonderful opportunity to reach out and help to educate the new agents about contests, milestones, the rewards store, and balance pages, and we will continue to enhance that process moving forward while onboarding new agents in the future.

*“I love the transparency in the data so that I do not have to bother managers about call numbers or payment arrangements.”*

*Christen K.*

**Workplace Gamification Platform  
to Motivate Your Team**

