



**Micro Scooters appointed Whistl to provide both customer service and order fulfilment in 2012, due to their incredible growth.**

### **Customer Service**

Our customer service partnership sees the contact centre at Whistl manage all delivery related customer contact queries, whilst also acting as an overflow and out of hours multi channel customer service team. It's a partnership which works so well due to our shared ethos of putting the customer first. Our teams work together to give the customer the best possible service.

Our partnership has given Micro Scooters the ability to quickly and simply scale their customer service capacity, removing the constraints that in house customer care teams can often face. Couple that with technology solutions which have boosted their customer care offering, our partnership has been particularly effective in understanding customer needs and preferences.

In 2016, our partnership with Micro Scooters won The Best Ecommerce Customer Service at the Ecommerce Awards, and our partnership has continued to go from strength to strength since!

**“ The support we get from Whistl (previously known as Spark Response) is truly amazing. They completely share our ethos of putting our customers first. They've also helped us hugely understand our customers through advanced reporting and systems. They're an invaluable part of our team and most importantly, we know our customers are in good hands. ”**  
**J. Easter, Head of Customer Service, Micro Scooters**

