

Getir - Boosts Creativity and Saves Time with Gemini

Providing insights and information about the customer's challenges, the solutions implemented, and the quantifiable results achieved. Identifying and selecting compelling success stories that align with their business and marketing goals.

The challenge

The challenge for Getir was to maintain exceptional customer service and operational efficiency in the face of rapid growth and the complexities of instant delivery. Gemini Enterprise likely provided the solution by streamlining support, empowering agents, and providing valuable insights to drive continuous improvement and Identifying and selecting compelling success stories that align with goals

The solution

Getir sought a solution that could keep pace with their fast-paced operations and deliver exceptional customer service around the clock. They found their answer in Gemini Enterprise, an AI-powered customer experience platform designed to streamline support, automate tasks, and empower agents to provide personalized assistance.

The result

Gemini Enterprise has become an indispensable tool for Getir, enabling them to navigate the complexities of instant delivery with ease and efficiency. By streamlining operations, empowering agents, and providing proactive support, Gemini helps Getir deliver delight, day after day.

“ Gemini has been a lifesaver for our team. It has allowed us to automate many of our routine tasks, giving us more time to focus on providing exceptional customer service. ”

Barbaros Erendag, Workplace Engineering Team Lead, Getir



About Getir Perakende Lojistik A.Ş.

Getir is a Turkish company, operating in several countries until 2024, founded as a startup company in 2015 that offers rapid on-demand delivery services for grocery items and a courier service for restaurant food deliveries, accessed via a mobile app

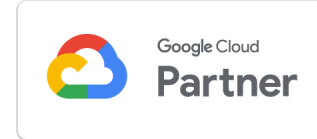
Vertical/horizontal solution: Retail & Wholesale

Primary project location: Turkey



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