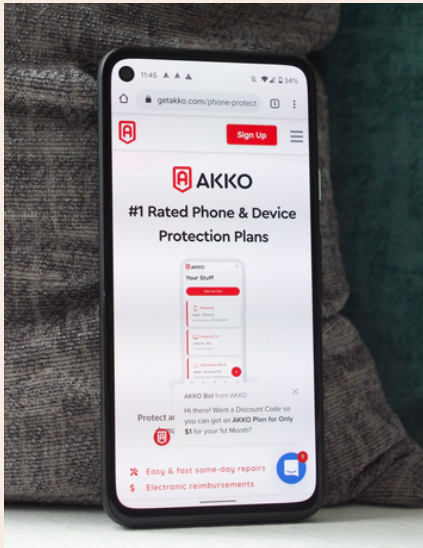


# See how AKKO achieved a **142% ticket increase** with **after-hours coverage** via live chat and email



## What they are saying about Influx:

“Working with Influx has been incredibly valuable to our team over the past year as we’ve entered a period of rapid scaling. Moving to their dedicated agent model enabled our team to have after-hours support that was well-trained and knowledgeable on the often nuanced topics of our products and led to them becoming an integral and appreciated part of the AKKO family.”

**AKKO** -Max Wachman, CX Senior Manager at AKKO

[AKKO](#) is a platform for device insurance solutions that offers top-rated protection plans for all types of electronics. AKKO’s first-of-its-kind bundled protection plan disrupted the \$20B electronics protection plan and extended warranty market, leading to their naming as the “Spotify of Protection Plans.”

## INFLUX TEAM SETUP:

- [After-hours coverage](#) out of 2 regions
- Email and live chat
- Multiple [dedicated agents](#)

## INFLUX TEAM RESULTS:

- Coverage during 142% inbound ticket spikes
- Perfect brand match with a friendly tone
- 4.6 Trustpilot rating
- Switch from Support as a Service to dedicated agents

## Getting started with Influx:

AKKO came to Influx during a high growth phase that led to an increase in ticket volume. The team was ready to extend their [customer support for after hours coverage](#) and improve response times outside of normal business hours. AKKO wanted fast and reliable after-hours support for live chat and email.

Influx built an after-hours support solution via the Support as a Service model. Between the first and second years of the partnership, AKKO experienced spikes of up to 142% increases in ticket volumes. The brand then switched their support coverage from the Support as a Service model to a team of dedicated agents in Indonesia and Jamaica. This change has allowed the in house team to focus more on growing the business, and help their in house customer support team stay on top of providing top-tier support to AKKO’s customers and partners.