

See how Blenders delivers **24/7 dedicated support** and burst coverage for **20,000 tickets**



What they are saying about Influx:

“The number one reason I like working with Influx is because it’s simple. They work with you to make sure you’re doing what’s best for your company.

Influx is much more than just another vendor. They have such great people. I think that’s the thing I love about working with Influx. From sales implementation to the day to day operations, I’m working with good people with Influx. We staff externally first – going heavy with Influx, and as light as we can with everything else.”

B L E N D E R S - Lexi Horn, Director of Customer Success

[Blenders](#) is an eyewear brand specializing in vibrant products with a bold aesthetic. Blenders is one of the fastest-growing sunglasses brands that now ships worldwide. In 2019, the company was partially acquired by Safilo Group at a valuation of \$90 Million.

INFLUX TEAM SETUP:

- 16 [dedicated agents](#) year-round
- 14 flex agents for sales periods (Black Friday, etc..)
- 24/7 email and chat support
- Social media experts

INFLUX TEAM RESULTS:

- 94% CSAT
- 86% of Tickets Handled
- <2 hour response time
- 20,000 Burst Tickets Managed via [Burst Coverage](#)

Getting started with Influx:

Blenders approached Influx with a backlog of 3,000+ tickets following an especially successful marketing campaign. In addition to clearing the inbox, they needed a flexible long-term solution that worked within their cost model and unique brand voice/style. Influx cleared the inbox in two weeks using a team of [on demand agents](#). These agents already knew how to resolve common eCommerce issues around delivery, product questions and coupon codes, and they were quick learners, having already worked with many eCommerce brands. For sales bursts, Influx built a 3x support team to scale up quickly in November and December. Blenders then is only paying for hours when they have the inbound volume to keep agents busy.

Influx then built a long term solution of [dedicated agents](#) working from two regions: Jamaica and Indonesia. Jamaican agents managed tickets during the US work day. Indonesian agents cleared the inbox in the evening. Both teams reported to local management with regular QA, training and retraining.