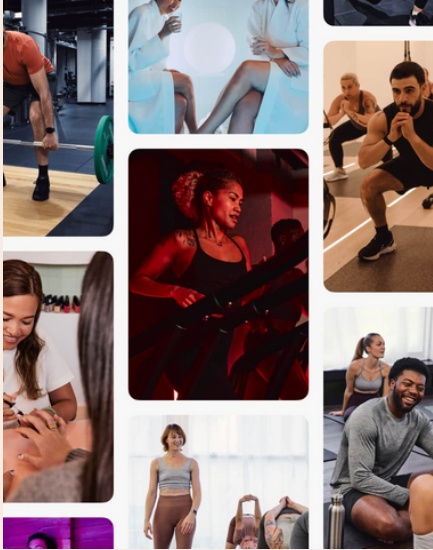


# See how ClassPass managed the Q1 scale up with 76 agents resolving 250K+ tickets per month



## What they are saying about Influx:

“We absolutely crushed our year over year SLAs, responding to customers quicker than ever before. The Influx team was flexible, agile, accommodating, and reliable. We were honoured to work alongside such dedicated and committed team members. \*

We couldn't have had such a successful Q1 without Influx's help.”



- Shannon Vilmin,  
Vendor Operations Specialist at ClassPass

[ClassPass](#) is transforming the fitness industry one gym at a time. They reached US ‘unicorn’ status with their \$285 million Series E funding in January 2020.

## INFLUX TEAM SETUP:

- Tier 1 & 2 customer support
- 66 agents on demand
- 10 shared agents
- [24/7 coverage](#) out of 3 regions

## INFLUX TEAM RESULTS:

- Resolved 250,000+ tickets per month
- Cleared an 11,000 ticket backlog in 6 days.
- 89% single touch resolutions
- 49% reduction in first response time

## Getting started with Influx:

ClassPass needed a flex team to help them with significant scale up during Q1, while not compromising standards. Being in the fitness industry, there's a natural spike in demand during the start of the year.

Influx built a 24/7 operation using three coverage zones, with all agents working normal hours using secure, wfh connections.

The 60+ [dedicated agent](#) Influx team onboarded in six days (beating the 14 day estimate), clearing an 11,000 ticket backlog alongside the internal team during the onboarding phase.



Influx builds support teams on demand that flex and scale as you need, enabling companies to deliver fast, high-quality support experiences, 24/7.

Ready to try Influx? [Contact sales](#)