

# Roller Skates eCommerce company clears **2,300 ticket backlog** in 10 days with 2 dedicated agents



## What they are saying about Influx:

“The Influx agents are so professional and resourceful when it comes to customer support. They’ve made helpful suggestions to improve our Zendesk experience and consistently think of how to best speak with customers. When the backlog was cleared and things settled a bit, Influx was supportive of our decision to scale down an agent. They really are a flexible solution made up of great people.”

### THE NEED:

- Clear the backlog
- 24-hour first response time (FRT)
- Customer service management

### THE RESULTS:

- Cleared 2,300 ticket backlog in 10 days, beating the target of 1 month.
- After clearing the backlog, the team maintained inbox zero.
- Zendesk optimization

## Getting started with Influx:

Influx provided two full-time dedicated digital-only agents (management included) with a target to clear the 2,300 ticket backlog in one month. The Influx team got the inbox down to 0 in just 10 days by implementing macros and optimizing the client’s use of Zendesk.

After solving the backlog, the brand kept one Influx agent on to handle 50-60% of the inbox and maintain inbox zero for the internal team. Not only does the agent respond to customers professionally, but they have made suggestions to continue improving the customer experience.

[Influx](#) builds fully flexible, high-performance customer support teams. Our services range from [eCommerce support](#), live chat support, voice support, and more to give you the customer assistance you need to prioritize other responsibilities and continue scaling your business.

Make your support operations fast, flexible, and ready for anything with experienced, 24/7 support teams working on demand. See [how brands work with Influx](#) to deliver exceptional customer support or [get a quote now](#).