

See how Full Focus reduced 48hr response time by 6x while growing 300+%



What they are saying about Influx:

“Partnering with Influx has helped decrease our ticket volumes and drastically reduced our response time from 48 hours on average to 8.5 hours response times.

For us, one of the best benefits is that they are working while we are sleeping. They have made all the difference in our metrics and our customer satisfaction, it’s been a great solution.”



- Molly Coleman Graven,
Customer Service Supervisor at Spoonflower

[Full Focus](#) (formally Michael Hyatt & Co.) is a performance coaching company that helps leaders and their teams win at work and succeed in life through books, online programs, corporate training, and group coaching. The organization has been featured in the Inc. 5000 list of America’s fastest-growing companies for three years in a row with over 1 million subscribers and a growth rate exceeding 330+%.

INFLUX TEAM SETUP:

- 9 hrs/7 days a week
- 8 dedicated agents and [Support as a Service](#)
- Email and live chat support across two helpdesks

INFLUX TEAM RESULTS:

- 6,000+ customer conversations a month
- Reduced average response time by over 6x
- CSAT 6 out of 7
- Perfect brand voice match

Getting started with Influx:

Full Focus was experiencing an increase in volume that their internal team was struggling to manage. With a growing US base and expansion into Europe, they found themselves with a growing backlog of tickets. The team came to Influx looking for a support partner that would help them keep up with growth. They needed a partner to operate as that extra layer working alongside their internal team to help manage ticket spikes and after-hour support volume.

Influx built a 24/7 extension of Full Focus’ existing customer service team with three [dedicated agents](#) and a layer of Support as a Service. The Influx team now has 8 agents delivering timely high-quality after-hours support that perfectly aligns with their brand voice and principles. The partnership continues to deliver a six out of seven CSAT score.