

Handling 8000 calls per week while achieving a **94% CSAT**



THE CHALLENGE:

A growing healthcare marketplace platform struggles to keep up with increased call volumes and unpredictable spikes.

This healthcare platform experienced tremendous growth (6-15% per month), stretching their 50 support agent team. By partnering with Influx, they were able to keep up with growth, while maintaining an excellent customer experience.

The healthcare marketplace required a robust customer service solution for its high-volume inquiries. Here's what they needed to meet the demand:

THE NEED:

- 24/7 omnichannel support
- Workforce management systems
- Integrated recruitment, training, and management

THE RESULTS:

- Decreased call abandon rate by 10X
- 94% CSAT
- 8,000 calls/week

Getting started with Influx:

Influx initially launched a pilot-phase team of 15 CX professionals with dedicated team leadership for 24/7 coverage. Within 3 months, the company scaled their Influx team to 60+ [full-time customer support specialists](#) across 6 regions.

Each Influx agent was pre-vetted and pre-trained for an accurate and compliant onboarding process to ensure top-notch quality assurance through every customer interaction. Influx established tiers of management with workforce management expertise, including predictions, attritions, coaching, and volume.

The 60-person team not only provides first-rate customer support, but also auditing, reporting, and customer processes.

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](#)