

# Helix Sleep clears a **2,000-ticket backlog** and meets seasonal demand with scalable support

DEDICATED AGENTS / BRAZIL + JAMAICA / ET



## What they are saying about Influx:

“Influx was instrumental in helping us clear an overwhelming ticket backlog while maintaining the high level of personalized support our customers expect. Their ability to scale quickly during peak season allowed us to efficiently handle the surge in inquiries without sacrificing quality. Our partnership has flourished over the past few years, and their ongoing support continues to enhance our ability to meet our customers’ evolving needs.”



HELIX SLEEP

- Zachary Gentry, Customer Experience at 3Z Brands

[Helix Sleep](#) (part of the 3Z Brands portfolio) is an innovative direct-to-consumer sleep brand with customers across the United States. As one of the most-awarded mattress brands on the market, Helix is renowned for celebrating the power of personal preferences and individuality while focusing on outstanding product quality and comfort.

## INFLUX TEAM SETUP:

- 4 [dedicated full-time agents](#)
- 8/7 coverage
- End-to-end e-commerce support
- Exceptional, tier 2 support

## INFLUX TEAM RESULTS:

- 87.5% CSAT
- Cleared 2,000+ ticket backlog
- 160+ tickets/agent weekly
- 8 min. Average handle time (AHT)

## Getting started with Influx:

In 2020, Helix Sleep turned to [Influx](#) to tackle a 2,000+ ticket backlog affecting customer response times and experience. Influx quickly deployed a team of four [dedicated agents](#) who cleared the backlog and provided high-quality, on-demand support. This setup scaled seamlessly for peak seasons, allowing Helix to maintain exceptional response times and an 87.5% CSAT score. Through Influx’s support, Helix optimized customer service while focusing on expanding its e-commerce presence.

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](#)

