JS Group: Six brands, one streamlined customer service solution

DEDICATED AGENTS / 24/7 / BRAZIL AND JAMAICA / ET

What they are saying about Influx:

"Since partnering with Influx, our team has been able to handle the increasing demand across our six brands with ease. The dedicated agents truly understand the unique needs of each brand, and their support has been crucial, especially during peak seasons. Influx has become a true extension of our team, and we can always count on them to deliver the level of service our customers expect."

JS GROUP

- Kristina W., JS Group

JS Group is a leading player in the eCommerce fashion industry, with an impressive portfolio that includes six iconic brands such as Halston, Kay Unger, and AMUR. Known for its loyal customer base, JS Group offers a diverse range of high-quality women's wear across both direct-to-consumer (D2C) and wholesale channels.

INFLUX TEAM SETUP:

- 3 dedicated agents
- Digital-only via Gorgias
- End-to-end live chat and email eCommerce support
- 9-5 EST coverage, 7 days/week

INFLUX TEAM RESULTS:

- 94.2% customer satisfaction (CSAT)
- 26 min. first response time (FRT)
- End-to-end eCommerce support for 6 different brands

Getting started with Influx:

With a small internal team, JS Group struggled to manage the growing ticket volume and needed to expand coverage to include weekend support. After one agent left, JS Group needed a reliable solution to ensure consistent support and handle peak demands, especially during high-traffic periods.

JS Group needed weekend support, scalability during peak season, brand-specific representation, and efficient ticket management. Influx provided a dedicated team to handle end-to-end eCommerce customer support with 8/7 coverage. In the first 6 months of the partnership, the team achieved an average CSAT of 93%, with 471 tickets/month on average closed.

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

Influx