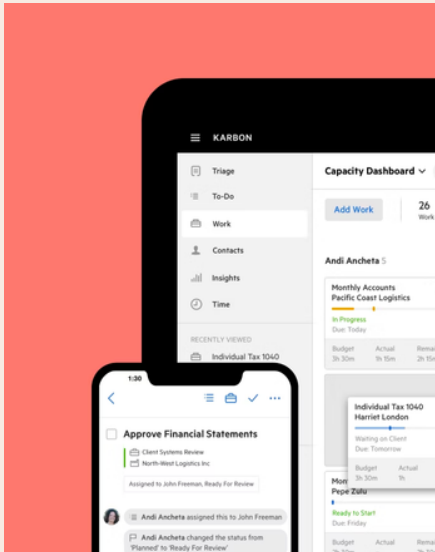


See how Karbon delivers **24/7 customer support** worldwide with **80+% CSAT**



What they are saying about Influx:

“Working with Influx has allowed us to scale up 24/7 support quickly while delivering a thoughtful and helpful experience. Intercom + Influx delivers fast resolutions for all of our customers. The partnership has been super easy for us to get along with the Influx management, and it’s been a wonderful experience.”



- Andi Ancheta, VP of customer success at Karbon

[Karbon](#) is a next-generation collaborative work management software for accounting firms to combine emails, discussions, tasks, and workflows. Visibility, efficiency, and connectivity are at the center of the company’s mission. The California-based company has raised nearly \$21m in funding.

INFLUX TEAM SETUP:

- [24/7 support](#)
- [Live chat](#)
- [Support as a Service](#) across 3 regions

INFLUX TEAM RESULTS:

- 80%+ CSAT
- 81% of outbound volume per month
- 2000+ conversations per month

Getting started with Influx:

Stuart McLeod, CEO and co-founder of Karbon came to Influx after experiencing 2-3x growth in 2018 and 2019. The entire team at Karbon was jumping into the support queue – which was distracting them from their core focus: growing the business.

Stuart was looking for a high-quality solution that would provide a layer of support to enable Karbon to focus on developing its product to drive future growth. Influx came on board to provide 24/7 [live chat](#) coverage across three regions for their globally growing customer base.

To date, the Influx team handles over 81% of the 2000+ live chat ticket volume via [Support as a Service](#) while maintaining an 80+% CSAT.

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](#)