

See how Manly Bands offers **24/7 coverage** with 2-minute FRT on **4,000+ tickets/month**



What they are saying about Influx:

“Our Influx agents go deep to process returns and exchanges. They interpret grey area scenarios and answer customer questions in detail. We continue to get rave reviews from our customers. So much of our new business is customer referrals.”



– Michelle Luchese, Co-Founder at Manly Bands

[Manly Bands](#) helps men find unique, quality wedding bands while providing a personable, efficient customer service experience. Manly Bands was founded by an engaged couple who had an incredibly hard time finding a quality, affordable ring for the groom.

INFLUX TEAM SETUP:

- 13 agents working via [Support as a Service](#) across three regions
- [24/7 coverage](#)
- Multichannel support: Email and live chat

INFLUX TEAM RESULTS:

- 2-minute first response time for chat
- 4000+ responses per month
- Inbox zero by end of shift

Getting started with Influx:

Founders John and Michelle came to Influx to get help delivering thoughtful and fast responses, 24/7. After only one year into operation, Manly Bands was selling to more than 1,500 customers per month with much of their new business driven through positive word of mouth.

Since partnering with Influx in 2018, there have been major improvements in response times, response accuracy, and productivity. Each year the Influx team proactively scales and assists with holiday coverage.

In 2021, Manly Bands redesigned their website to highlight the live chat feature, increasing live chat volume for the support team- with the Influx team still hitting KPIs. The growing brand trusts Influx after years of a successful partnership, and the Customer Service Manager feels at ease letting the Influx team resolve tickets when the in-house team is unavailable.