

Meshki launches ethical 24/7, near-shore service model with Influx & achieves 95% CSAT.



What they are saying about Influx:

“Influx’s quality of work and positive attitude is the perfect solution to provide that first line of support for our customers globally & 24/7. Partnering with Influx has helped us take a majority of ticket load volume off our internal team, all while delivering excellent customer experiences. For us, one of the best benefits is their recruitment and management of awesome agents.”

MESHKI - Isaac Byers, Customer Service Manager at Meshki

[Meshki](#) is a women’s fashion brand, offering luxurious styles at affordable prices to a global clientele. In 2020, Meshki tapped into the American market with [meshki.us](#), and reached European audiences in 2022 with [meshki.co.uk](#). This grew the brand by 589% in just 3 months.

THE NEED:

- “The best customer service ever received.”
- Tier 1 support solution
- Tickets resolved in one touch
- Perfect brand match across channels

THE RESULTS:

- 20,000 - 30,000 tickets/month
- Email FRT 34% faster than benchmark
- 50 sec. live chat + 30 sec. phone FRT
- 90% CSAT
- 4.6 star customer service rating

Getting started with Influx:

With over 25,000 conversations a month, it’s not an easy task for Meshki’s internal team. To solve this, [Influx](#) acts as an extension of the existing team. As the first layer of support, Influx agents handle 85% of the conversations.

Influx provided Meshki with 8 hours/5 days coverage per agent, resulting in total 7-day coverage weekly, ensuring that customer inquiries are addressed promptly any day of the week.

Confident in knowing that tier 1 support tickets are being handled with proactive and attentive customer care, the Meshki internal team can focus on delivering an outstanding experience to customers with tier 2 support issues.

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](#)