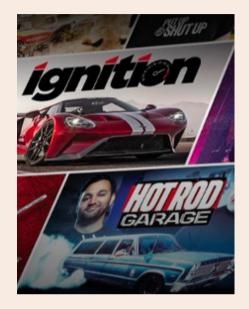
See how Motor Trend delivers 24/7 omnichannel support with 2X burst coverage



What they are saying about Influx:

"The Influx team is incredibly easy to work with and they have taken great interest in our business which makes things so much easier. I consider them an extension of our team.

We're now delivering fast resolutions at all hours, across all channels, while covering seasonal bumps and launches.

We started with a simple Support as a Service team, and now have a combined team of 5+ agents and Support as a Service agents."



- Erin Sprinkle, Head of Customer Experience

Motor Trend on Demand is an automotive entertainment platform streaming shows including Roadkill, Top Gear America, Wheeler Dealer, Celebrity Rides, and Motor MythBusters. Customers have exclusive access to live events, behind-the-scenes coverage, new releases, and more in a simple on-demand format.

INFLUX TEAM SETUP:

- 10 agents across 3 regions
- 24/7 support
- Omnichannel coverage for email, chat, and social media
- Burst & scale up capacity

INFLUX TEAM RESULTS:

- 3,000+ conversations p/month
- 30-minute response time, 24/7
- · 2x burst capacity over the holidays
- 2x increase in one-click resolutions

Getting started with Influx:

Motor Trend On Demand came to Influx after parting ways with a previous support provider. They wanted to build an extension of their in-house team to handle coverage across multiple regions for email, chat, and social media.

Influx created a hybrid team of five <u>dedicated agents</u> covering 16 hours per day and a Support as a Service team for weekends/bursts. Agents are located in Jamaica, Indonesia, and Kenya.

The team handles 3,000+ conversations/month with 30-minute response times. Within the first three months, there was an 81% reduction in first response times with a 2x increase in one-click resolutions. The team scales 2x for burst coverage during the holiday season and has been integral in assisting with internal system changes over the years.

