

# See how Sendle managed **seasonal support** to triage **27k+ conversations** per month with 2x scale-up capacity



## What they are saying about Influx:

“Influx has had a hugely positive impact on our operation and ultimately our customers. They’ve been the motor running our ship; allowing our champs to spread out, focus on complex enquiries and build cadence in delivering quality responses while our company goes through continuous change and growth.”



- Angela Trinidad,  
Customer Service Team Lead

[Sendle](#) makes door-to-door parcel delivery simple, reliable and affordable. They’ve raised more than \$20 Million in funding, while growing 600% in the last two years. They’re a software company that loves logistics, helping customers and making a difference.

## INFLUX TEAM SETUP:

- Multi-tier support and triage
- [CSAT improvement](#) and insights
- Backoffice logistics management

## INFLUX TEAM RESULTS:

- 27,000+ resolutions by 10 agents p/month
- 2x scale up in October and November
- 1 hour response times

## Getting started with Influx:

Sendle originally came to Influx while building their own internal support operation. As one of the fastest-growing companies in Australia, they relied heavily on word of mouth referrals which, in itself, requires a superior support experience for customers.

Sendle works with Influx to provide buffer layer support, Monday to Friday. Ensuring excellent service to their customers between peaks and internal coverage needs.

Two years on, Influx’s [dedicated support team](#), works directly with Sendle’s internal team to resolve customer questions fast. The team reports to local management with regular QA, training, and retraining.