

## 8 dedicated agents handle 5,000 tickets/month with a 56% decrease in missed calls

DEDICATED AGENTS / 12/7



### What they are saying about Influx:

“We experienced serious growth and wanted a customer support partner that could handle summer ticket spikes when camps are in session. It was great to start off with one agent and increase that number as needed. Influx was easy to work with and quickly trained more agents to meet our needs. Plus, we saw an increase in CSAT and a decrease in missed calls!”

- Senior Director of Operations

An online platform used by summer camps needed to scale their customer service team during peak season when ticket spikes hit 5,000 tickets/month on average.

### INFLUX TEAM SETUP:

- 8 [dedicated agents](#)
- Voice support, email, and in-app coverage
- US coverage: 12 hrs, 7 days a week

### INFLUX TEAM RESULTS:

- 11% increase in CSAT
- Inbox 0 weekly
- 56% decrease in missed calls

### Getting started with Influx:

The client came to Influx ready to ramp up customer support for peak season from May to August when volume spikes hit 5,000 tickets/month. The brand needed a support team to handle increased coverage and allow their internal team to focus on the business.

Within a month, the client scaled from 1 dedicated agent to 8 dedicated agents to handle voice support, email, and in-app coverage, 7 days a week. As the summer wrapped up in August, the brand scaled down to 2 agents.

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](#)