

Suntransfers earns 5-star reviews from over 77% of customers with fast, **24/7 multilingual support**



What they are saying about Influx:

“Our partnership with Influx is invaluable. Their dedication and shared commitment to success have truly helped us improve our operations. We are proud to offer our testimonial and highly recommend Influx!”

- Anna Perez, Customer Service Manager at Suntransfers



[Suntransfers](#) is a leading online provider of private airport transfer services, offering reliable, affordable, and convenient transportation solutions across the globe. Founded in 2008 with the vision to simplify travel logistics, Suntransfers has grown to serve millions of travelers, connecting them to over 750 airports in more than 120 countries.

THE NEED:

- 24/7 multilingual support
- Fast resolutions
- Reduce internal operational staff management
- Scalability during peak travel season

THE RESULTS:

- 90% CSAT
- 5-star reviews from over 77% of customers
- 30 sec. live chat FRT

Getting started with Influx:

Influx provided a 24/7 solution of 10 agents and 2 contingency agents with recruitment, training, and management included. The team quickly scaled up to 22 agents during low season, with 4 client team leads (CTLs) working alongside 8 internal agents. The team handled tier 1 support, including customer queries, complaints post-travel, reservations, and general questions regarding Suntransfers' procedures and third-party suppliers.

The team also handled pre-sales support related to pricing, availability, and service information, as well as travel assistance for customers in the event of any kind of failure occurring during a transfer service and intermediation between customers and transport operators. As a flexible solution, the Influx team scales up 3x to meet Suntransfers' customer demand during high season to 30 voice-capable agents. Influx's quick and efficient service gives Suntransfers the opportunity to focus on growth by improving customer service operations and knowing their customers are in good hands.