See how Threadless resolved a 2800+ seasonal backlog with a consistent 92%+ CSAT

What they are saying about Influx:

"We had a pretty major growth spurt during 2020 – Covid paired with the usual seasonality of online retail meant we were finding it a challenge to get on top of the backlog. Influx has been a fantastic addition to our operation.

In 2020 our internal team went remote and Influx's remote, work from home solution was able to fit in seamlessly without missing a beat. It's really been a simple experience – we've been able to maintain a 90+% CSAT, while staying flexible and giving our customers the high-quality support experience they expect."

- Brianne Henderlong, community experience director

[Threadless](#) is a 3-sided eCommerce marketplace connecting artists, consumers, printers, and distributors. Starting as a graphic t-shirt company, its brand of cool, unique designs drew a loyal following. The eco-friendly brand prides itself on sustainability and inclusivity for all.

INFLUX TEAM SETUP:

- 5 [dedicated agents](#) – US and European coverage
- [After hours support](#)
- Seasonal scale-up coverage
- Email and live chat support

INFLUX TEAM RESULTS:

- Resolved a 2800+ ticket backlog through [burst coverage](#)
- Consistent CSAT at 92+%
- Successfully manages [seasonal spikes](#)

Getting started with Influx:

Threadless experienced massive growth during 2020, seeing a 200+% surge in customer volume. As their in-house community experience team was moving to a fully remote model, Brianne Henderlong (Community Experience Director) began exploring new ways to expand the community experience team. This is where Influx came in.

Influx built a 24/7 extension of the existing customer service team with five [dedicated agents](#) for its American and European communities. The team scales up for busy periods and consistently delivers timely [support after hours](#), primarily through seasonal holiday spikes, ensuring consistent help during peak seasons.

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](#)

Influx