

# See how Bearpaw manages a 2x seasonal ticket spike with a 91% CSAT

DEDICATED AGENTS / DIGITAL + VOICE / TRINIDAD AND TOBAGO, BRAZIL, JAMAICA, INDONESIA / EST + PST



## What they are saying about Influx:

“Bearpaw started working with Influx to create more of an in-house feel for our customer support operations. We’re really satisfied with the relationship of our dedicated agents and the responsiveness of everyone at Influx.”



-Colin Pinelli, eCommerce Operations Manager

[Bearpaw](#) is an outdoor lifestyle brand specializing in sheepskin boots and shoes for men, women, and children. To celebrate 20 years of business, Bearpaw donated \$20,000 to the Smartest Forest Fund to help restore fire-damaged areas in the Sierra Nevada forest.

## INFLUX TEAM SETUP:

- 5 [dedicated voice agents](#) and 1 dedicated digital agent
- Email, live chat, and voice
- 6-5pm PST coverage 5 days/week
- Based in Jamaica and Brazil

## INFLUX TEAM RESULTS:

- Handles 100% customer support inbox
- 91% CSAT
- 2x seasonal ticket spikes managed

## Getting started with Influx:

Bearpaw previously worked with a customer support agency that wasn’t entirely connected to their internal operation. The brand sought to build a personalized team of CX experts that would work directly with their own CS manager.

[Influx](#) built a support operation of [dedicated agents](#) to deliver timely, high-quality email and voice support. The team handles 100% of all customer support for Bearpaw with an 91% CSAT. They also handle 2x ticket spikes during the holiday season when tickets rise from approximately 1600 tickets to 3500 tickets/month.

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](#)

