

See how Linktree offers **24/7 coverage in 5 languages** while maintaining a **93% CSAT**

24/7 MULTI-LINGUAL / INDIA, BRAZIL, JAMAICA, INDONESIA, KENYA / AEST



What they are saying about Influx:

“The Influx team performs well and hits their KPIs. We’ve added more agents over time as Linktree has grown and seen an increase in tickets. With agents working tirelessly, we saw an incredible achievement from the team with both paid and free inbox at 0.”

Linktree*

-Dane Burgess, Head of Customer Support

[Linktree](#) is an online linking platform that allows users to curate a single destination landing page with multiple links. Big brands including HBO and Facebook, as well as celebrities like Selena Gomez and Tony Hawk use Linktree to connect their followers with their entire online ecosystem.

INFLUX TEAM SETUP:

- [24/7 coverage](#) for live chat and email
- 26 agents and 3 client team leads
- Agents in Brazil, Jamaica, Indonesia, and Kenya

INFLUX TEAM RESULTS:

- 10-minute first response time for paid accounts
- Inbox zero for both paid accounts and free accounts
- 93% CSAT for tier-2 tickets

Getting started with Influx:

In 2020, Linktree was scaling and needed to provide customer support outside the normal working hours of their CX operation. The team wanted to ensure sufficient support coverage for the growing user base for both paid and free accounts.

Linktree came to [Influx](#) to build a scalable, global team and provide 24/7 coverage to users around the world. Agents in Brazil, Jamaica, Indonesia, and Kenya answer tier-1 and tier-2 support tickets with a 93% CSAT for tier-2 ticket escalations. Multiple agents speak Hindi, Bengali, Indonesia, and Portuguese to better serve Linktree’s international user base. The Influx team handles both free and paid accounts for the client with all KPIs achieved.

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](#)

