

CUSTOMER EXPERIENCE • PEAK SEASON

Mastering Customer Experience During Peak Demand

How Instant Teams helps brands thrive in chaos



Each holiday season brings a surge in consumer demand, requiring brands to scale thoughtfully while preserving quality and care. Behind the scenes, the high-performing customer experience teams at Instant Teams play a critical role in ensuring that every order, interaction, and delivery feels seamless helping retail and e-commerce brands meet peak demand while maintaining the elevated, personalized experience customers expect most during the moments that matter. Fast solutions and highly personalized service can be a tall order in peak seasons but one that our military spouse CX teams are always ready to tackle.

We partner with brands that believe success isn't just measured in customer resolutions or seasonal volume — but by the people who show up every day with grit, empathy, and a commitment to delivering exceptional service.

Behind every metric is a remote customer experience professional. Here at Instant Teams, most often a military spouse who is balancing life's unpredictability with unshakable dedication. Our teams don't just meet the moments that matter. They define them.

We don't fill seats. We deliver outcomes.

Powered by America's most mission-driven workforce — military spouses.

93K+

Military spouse & remote professional talent community

<10%

Attrition vs. 40% industry average

92.36%

Aggregate CSAT across teams

10 days

From request to onboarding ready

Behind every metric, a remarkable professional.



MEET VERONICA • REMOTE CX REP

A season of service, heart, and high-performing teamwork

Veronica brings a core set of customer-first skills and validates the cultural affluence military spouse-led CX teams add to the experience. A Marine Corps spouse and lifelong learner, she raised her children traveling the world — a unique lived experience she lovingly calls "supplementary education." Her kids are grown now, but that curiosity and global perspective still guide her work.

IN HER WORDS

"A unique lived experience I lovingly call supplementary education — the curiosity it built still guides my work every day."

MEET JENNI • REMOTE CX SUPPORT

Adaptability, discipline, and a people-first rhythm

Jenni brings a deeply ingrained customer-experience mindset shaped by years of personal training and military life. A retired Marine Corps spouse shaped by constant seasons of change, she grounds her personal, professional, and family life in movement — rituals of connection that carry into her CX role, where they show up naturally in thoughtful, human-centered customer experiences.

WHAT SHE VALUES MOST • THE CREATIVITY

"I truly enjoy helping others and celebrating special occasions, and I love being creative and serving people — so this account felt like a natural, exciting fit."



ELEVATING THE CUSTOMER EXPERIENCE TOGETHER

Instant Teams is the leading Total Experience Marketplace, providing brands access to high-performing, onshore military spouse talent through outsourced CX teams, recruitment marketing, and strategic brand activations.

Contact us at instantteams.com to learn more.

