



The Communications industry is rapidly evolving

The World Economic Forum conducted a multi-year study and found that communications customers are now expecting higher levels of personalization, on-demand access, and quality. With this demand being placed on the communications industry, there has never been a more crucial time to have a strong partner to provide VIP customer support.

Are you
struggling with...

- ▶ Having to micromanage your current partner?
- ▶ Providing customer support across multiple channels?
- ▶ Providing quality support with well trained agents?
- ▶ Ensuring for your customers?
- ▶ Maintaining high CSAT and NPS?
- ▶ Monitoring and analyzing your social media channels?
- ▶ Maintaining first call resolution?

We Can Help! Our Proven Results



Value Proposition

- * Our team has experience working with dozens of communications clients, including one of the largest wireless providers in the world
- * We employ a highly experienced team of associates, serving business and consumer subscribers across all channels
- * We support communications customers from across the globe
- * Our innovative analytics solutions help our clients generate actionable insights and create new revenue streams



Successes

- * First team to launch and maintain wireless line of business for one of the largest wireless providers in the world
- * 40 second reduction in handle time with our propriety technology
- * 150% increase in sales using our custom-built training methodology



Customer Testimonial

'NexGen has drastically improved our customer satisfaction. With our previous provider, we had customers continually upset over the lack of attention in our customer care. Now we're actually having customers complimenting us on our service. Thanks, NexGen!'

-Executive at a Leading Communications Company

Channels We Support

- Voice
- Email
- Chat
- SMS
- Social
- Social Messengers

We Support

- Cable and Satellite
 - Wireless
 - Wire-Line
 - Telecom
 - ISP
- And More!