



Consumer Electronics companies partner with us

We are a full-service provider who deploys an end-to-end customer lifecycle management solution. Our model seamlessly merges strategic front and back office business functions along with Social Customer Care to reduce costs, enhance the customer experience, and ultimately improve consumer electronics companies' bottom line.

At NexGen Agency, we understand the intense profitability challenges faced by technology businesses across the world. Our solutions will help you to effectively manage your customer relationships, providing world-class care that will increase brand loyalty and ensure you stay ahead of the competition with innovative solutions designed to transform the contact center into a profit driver.

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!

Client Testimonial

"I had high expectations for NexGen Agency, but they are consistently exceeded. NexGen has helped us in so many ways, they truly are the turnkey solution for businesses. I thank you for taking such good care of our customers, people, and company."

-Executive at a Global Leader
in Consumer Electronics

Our Experience

Our team has managed the entire customer lifecycle for multiple major consumer electronics companies. We have product experts to give you insights into what's working, what's not, and how to improve product development. We have experts to tell you how your customers are behaving with their purchases and returns. We have social media experts to tell you what people are saying about your product in real-time and to manage your online presence. No matter what the issue is, NexGen has you covered.

Our Proven Results

For a globally recognized Consumer Electronics company we were able to save them cost and time in hiring/training staff, save them from investing in high end infrastructure, enhance their customer satisfaction greatly, and most importantly, allow them to focus on their core business.

Channels We Support

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

We Support

- Display
- AV Equipment
- Mobile Audio
- Home Audio/AVR's
- Portable Audio
- Large Screen Displays
- Networking