

Partner with NexGen Agency: Staying Ahead in the *Dynamic Entertainment Industry*

CHANNELS WE SUPPORT

- VOICE
- EMAIL
- CHAT
- SMS
- SOCIAL

WE SUPPORT

- BROADCASTING
- PUBLISHING
- VIDEO GAMING
- MUSIC
- TELEVISION
- MOVIES
- SATELLITE AND MORE!

About

Media and Entertainment companies today seek customer service outsourcing solutions that maximize customer satisfaction and loyalty, drive low cost-per-subscriber rates, and offer robust multichannel services and systems. The consumer is now in charge and that means that as they search for new ways to enjoy their programming they're not afraid to also look for new providers either. Now to retain customers, you need to deliver a customer experience they can't get anywhere else.

WE CAN HELP

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?

Successes

We pioneered the launch and maintenance of a major satellite company's customer care team while developing a tailored CRM solution for enhanced operational efficiency. Leveraging predictive analytics, we achieved a remarkable 45% increase in customer retention.

OUR VALUE PROPOSITION

Our highly experienced team has partnered with dozens of media and entertainment clients, including top broadcasting and satellite providers, globally. Our tech-savvy associates serve business and consumer subscribers across all channels, supporting clients worldwide. Leveraging innovative analytics, we empower clients to generate actionable insights and create new revenue streams.

WHAT WE DO?

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.



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