



# The latest **Omnichannel Solutions** for engaging customers in the retail industry

**The era of e-commerce** gives retailers of all sizes and from locations across the world an entry point into the market. Competition is fierce and there is increasing pressure to reduce operating costs as more online retailers enter the space. NexGen Agency understands that the differentiator in e-commerce comes down to service. Customers are more likely to buy from and remain loyal to companies who are available across all communication channels and go the extra mile to add value to the customer journey.

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?

## Channels We Support

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

## We Can Help!

### ★ Client Testimonial

"NexGen projects itself as a contact center like no other; specializing in the high touch customer experience. We took NexGen up to task on this and already after 7 months have delivered substantial lifts in all key metrics over previous support that we had. We have found a partner that can grow, and understand, our focus to the customer experience."

-Director of Customer Care at Global Retail Company

### 📄 Our Experience

NexGen Agency supports renowned global retailers in every communication channel. We take the time to understand your business and your consumer behaviors leading us to achieving the industry's highest customer satisfaction ratings. With our VIP touch retailers experience a steep decline in customer frustration, product returns, and customer care complaints, all while enjoying our white glove NexGen Agency service.

### 📈 Our Proven Results

- \* Ability and formula to staff for seasonal peaks
- \* A global client experienced 40% increase in CSAT within first 90 days of go live versus their previous partner
- \* 100% increase in holiday sales YOY

## We Support

- Store Chains
  - Loyalty Programs
  - Resellers
  - e-Commerce
- And More!