


A large background image showing the silhouette of a person walking through an airport terminal, with large windows in the background showing an airport tarmac and planes.

The **Travel and Hospitality industry is highly competitive**. Airlines, cruise operators, hotels, and resort destinations are **all under pressure to provide stellar customer service** and at a low cost.

A silhouette of a person wearing a dark suit, white shirt, and dark tie, standing against a red background.

NexGen Agency's contact center services provide the flexibility and scalability necessary for the unique nature of the travel and hospitality industry. NexGen will optimize your customer relationship across multiple touch points, helping to strengthen brand loyalty, improve efficiencies, and increase the value of each customer contact. We pride ourselves on the measurable improvements we provide travel clients with including enhanced customer experience and satisfaction, increased revenue, and reduced costs.

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 travel and hospitality clients
- * We employ a highly experienced team of tech-savvy associates
- * We support travel and hospitality customers from across the globe
- * Our innovative analytics solutions help our clients generate actionable insights and create new revenue



Successes

- * We've developed unique strategies to deflect non-revenue generating calls while building and maintaining the level of personalization needed to retain customer loyalty
- * Clients have seen increases in conversions from 10% to 120%
- * We've developed advanced training techniques to ensure high customer satisfaction

Channels We Support

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

We Support

- Airlines
 - Hotels
 - Car Rentals
 - Cruise Lines
- And More!