

Partner with NexGen Agency as we navigate the dynamic evolution of the Communications Industry together

CHANNELS WE SUPPORT

- VOICE
- EMAIL
- CHAT
- SMS
- SOCIAL

WE SUPPORT

- CABLE AND SATELLITE
- WIRELESS
- WIRE-LINE
- TELECOM
- ISP AND MORE!

About

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.

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 were the first team to launch and maintain a wireless line of business for one of the world's largest providers. Our proprietary technology reduced handle time by 40 seconds, while our custom-built training methodology drove a 150% increase in sales.

OUR VALUE PROPOSITION

Our seasoned team has served numerous communications clients, including a top-tier global wireless provider. With highly skilled associates catering to both business and consumer subscribers across all channels, we support clients worldwide. Leveraging innovative analytics, we empower clients to derive actionable insights and develop new revenue streams.

WHAT WE DO?

At NexGen Agency, we understand the profitability challenges of tech businesses worldwide. Our solutions optimize customer relationships, driving brand loyalty and competitive advantage. We transform contact centers into profit drivers by seamlessly integrating front and back-office functions, including Social Customer Care, to reduce costs and enhance customer experiences, ultimately boosting consumer electronics companies' bottom lines.



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