

RETAIL

Discover Next-Generation Omnichannel Solutions for *Retail* Customer Engagement

CHANNELS WE SUPPORT

- VOICE
- EMAIL
- CHAT
- SMS
- SOCIAL

WE SUPPORT

- STORE CHAINS
- LOYALTY PROGRAMS
- RESELLERS
- ENERGY
- E-COMMERCE

AND MORE!

About

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.

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?

Our Proven Results

We possess the capability and methodology to efficiently staff for seasonal peaks. One of our global clients saw a remarkable 40% increase in CSAT within the initial 90 days of deployment compared to their previous partner. Additionally, we achieved a 100% year-over-year increase in holiday sales.

WHO WE ARE?

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.

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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