

## UTILITIES

# Stay Competitive: Partner with NexGen Agency for Expertise and Insights in the *Utility Industry*

### CHANNELS WE SUPPORT

- VOICE
- EMAIL
- CHAT
- SMS
- SOCIAL

### WE SUPPORT

- OIL
- ELECTRICITY
- GAS
- ENERGY
- WATER

AND MORE!

## About

One fact remains constant within the utility industry: to succeed, companies must find cost-effective ways to communicate with their customers. NexGen Agency offers services across the entire customer lifecycle, from acquiring and provisioning new accounts to handling outage notifications to billing and service inquiries.

## 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 save utility companies cost and time in hiring/training staff, save them from investing in high-end infrastructure, enhance their customer satisfaction greatly, and most importantly, allow them to focus on their core business.

## OUR VALUE PROPOSITION

In the utility sector, legacy Customer Information Systems (CIS) often cannot support the growing demands for reporting customer data management across multiple channels in real-time. The NexGen Energy team has implemented numerous CRM launches for utilities over a variety of platforms. NexGen's technology standards allow for simplified integration into virtually any CRM platform to easily access customer history and touch points across all channels.

## 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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