

TRAVEL & HOSPITALITY

Elevate Your *Travel and Hospitality* Game: Partner with NexGen Agency for Stellar Service at a Competitive Cost

CHANNELS WE SUPPORT

- VOICE
- EMAIL
- CHAT
- SMS
- SOCIAL

WE SUPPORT

- AIRLINES
- HOTELS
- CAR RENTALS
- CRUISE LINES

AND MORE!

About

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.

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've crafted distinctive strategies to deflect non-revenue generating calls while upholding the personalization essential for retaining customer loyalty. Our clients have experienced conversion boosts ranging from 10% to 120%, coupled with advanced training methods ensuring consistently high customer satisfaction.

OUR VALUE PROPOSITION

Our highly experienced team, well-versed in technology, has collaborated with numerous travel and hospitality clients globally. We offer support to customers across the globe and provide innovative analytics solutions that enable our clients to generate actionable insights and drive new revenue streams

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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