

CONSUMER ELECTRONICS COMPANIES

# Collaborate With NexGen Agency as partners

## CHANNELS WE SUPPORT

- VOICE
- EMAIL
- CHAT
- SMS
- SOCIAL

## WE SUPPORT

- DISPLAY
- AV EQUIPMENT
- MOBILE AUDIO
- HOME AUDIO/AVR'S
- PORTABLE AUDIO
- LARGE SCREEN DISPLAYS
- NETWORKING

## Our Experience

NexGen Agency excels in overseeing the complete customer journey for numerous leading consumer electronics firms. Our diverse team of specialists offers invaluable insights into product performance and development, customer behavior analysis, and real-time social media management. With NexGen, rest assured that all your needs are expertly addressed.

## 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

For a globally recognized Consumer Electronics company we were able to save them 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.

## WHO WE ARE?

We are a full-service provider who deploys an end-to-end customer lifecycle management solution. Our model seamlessly merges strategic front and back office business functions along with Social Customer Care to reduce costs, enhance the customer experience, and ultimately improve consumer electronics companies' bottom line.

## 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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