

## SERVICES PROVIDED

### VOICE SELF SERVICE (VSS)

- ◆ Nexxlinx VSS automates customer returns and delivery tracking, saving **75%** off live agents handling this redundant activity.

### CRM

- ◆ Nexxlinx has developed detailed business requirements for CRM Interaction. Recently, Nexxlinx successfully made sweeping custom changes to an off-the-shelf packaged software solution to meet client needs.

### COMMUNICATIONS INFRASTRUCTURE

- ◆ **BCI technology** – a hosted contact center platform using VoIP technology effectively extends contact center seats *anywhere*

### LIVE OPERATOR SUPPORT

- ◆ Nexxlinx contact center agents and fulfillment staff can meet all operations requirements.

## ABOUT US

Nexxlinx brings 10 years of success and 25 years of experience in the Contact Center Industry to supporting the eCommerce Vertical. As a leading provider of enabling technologies to the outsourcing and enterprise marketplace, Nexxlinx boasts a global footprint, spanning the US, Mexico, Africa and Asia, headquartered in Atlanta, Ga.

## WHY NEXXLINX

- ◆ **Workforce** - Highly Skilled Agents with Extensive Product Knowledge
- ◆ **Quality/ Life Cycle Management** - Monitor, Measure, Modify
- ◆ **Training** - Experienced Team
- ◆ **Technology**—State of the Art Virtual Infrastructure
- ◆ **Unique Price Model**— Onshore, Near shore and Offshore

### eCommerce / eTail Industry Experience

Services	Consumer	Inbound	Outbound
Customer Service	√	√	√
Billing	√	√	√
Email	√	√	√
Sales	√	√	√
Back Office Support	√	√	√

## OUR APPROACH

Our unique approach has allowed our Customer Service/Back Office Support Teams to demonstrate significant success for our eCommerce/eTail clients.

