

eCommerce/eTail Overview

VOICE SELF SERVICE (VSS)

Nexxlinx VSS automates customer returns and delivery tracking, saving **75%** off live associates 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 associates and fulfillment staff can meet all operations requirements.

Call Today At
(877) 747-0658
Or Visit us Online at
www.Nexxlinx.com

About Us

Our Customer Service, Customer Care and Back Office Support Solutions are unmatched in the industry. Nexxlinx not only provides the staff, but the technology, the reporting, and the planning—leave the details to us! Our unique Technology platform opens the door to endless possibilities; from mashing up legacy applications with unified functionality, to utilizing our Voice Self Service with any 3rd party applications, to training and staffing Associates that can sell as well as they service. At the end of each fiscal month, your divisions will show profit and not just expense.

Why Nexxlinx

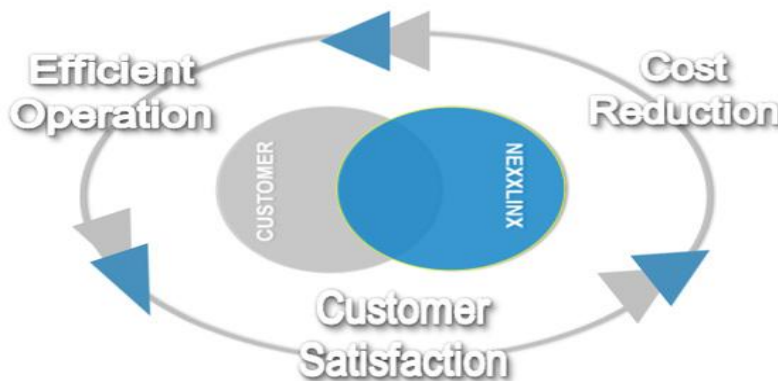
- ◆ **Workforce** - Highly Skilled Associates with Extensive Product Knowledge
- ◆ **Quality/ Life Cycle Management** - Monitor, Measure, Modify
- ◆ **Training** - Experienced Team
- ◆ **Technology** - State of the Art Virtual Infrastructure
- ◆ **Unique Price Model** - Onshore, Near shore and Offshore

Our Approach

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

Our Experience

Nexxlinx brings 25 years of experience in the Contact Center Industry. As a leading provider of enabling technologies to the outsourcing and enterprise marketplace, Nexxlinx boasts a global footprint, spanning the US, Europe, Asia and Latin America, headquartered in Atlanta, Ga.



MODELING SUITE

Our platform provides the ability to "mash up" several technologies, even legacy technologies, to create a client specific application. Using this suite, we can easily build an application that allows customers to choose a method of communication: click-to-chat, click-to-call, or click-to-email.

INFORMATION TECHNOLOGY

Back End development of systems that transformed a traditional trouble ticketing system into a fully functional CRM application, then tied this application to client specific software, creating a Unified Desktop. This eliminated the need for agents to toggle from one program to another, improving work flow and efficiency, enabling agents to do more, in less time.

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TRANSITION FROM A COST CENTER TO A PROFIT CENTER

Nexxlinx has transformed the business model from purely Customer Care to Customer Care + Sales. Previously, Associates would only react to customer issues and answer questions. Today, Associates are trained to be proactive and to upsell, offer incentives and 'Sale of the Day' suggestions while providing traditional Customer Care. These sales and their impact to the company are tracked using Nexxlinx highly customized, customer specific reporting system.


NexxPhase CUSTOMER INTERACTION PLATFORM

Nexxlinx uses the NexxPhase Customer Interaction Platform, a model-driven application development and delivery platform for multi-channel applications. This powerful platform allows Nexxlinx to bring together a diverse set of application functions in one development environment. NexxPhase applications integrate:

- Business process workflow with skills-based routing and end-to-end task management
- Web collaboration (chat, click-to-talk, click-to-callback, and page sharing)
- Telephony (receiving, initiating, and managing calls)
- Interaction Voice Response (IVR) menus with speech recognition and text-to-speech
- Data management through web services and relational databases
- Web forms
- Incoming and outgoing email and fax

STAFFING-ON-DEMAND

Nexxlinx technology provides unmatched flexibility to ramp Associate count up or down depending on season and Client needs. We employ a staffing model that controls cost and meets or exceeds Client expectation while continuing to perform to internal KPI's and metrics.

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