

Supercharge

Your Call Center Services

with  **nexogy**[®]

Empower your communications



One bad customer service experience is all it takes to help your competitors' business:



89%
of consumers

Report doing business with a competitor after a poor customer service experience, according to the [2011 Customer Experience Impact Report](#) published by RightNow Technologies.

And if you think the internet, email or social media mean the death of personal phone interaction, think again.



79%
of consumers

Said the phone was their "preferred channel" of communication with companies when surveyed for [Forrester's 2011 Consumer Preference Report](#).

This is a clear signal that **businesses need to invest more in robust phone technology to deliver exceptional customer service.**

Unfortunately, many companies miss the mark:



58%
of consumers

Report their expectations were not met because a company was not available by phone or email, according to the RightNow report.

Because phone calls are key to your business-to-customer interactions, it's more important than ever to invest in the right technology.

Nexogy is here to help. We offer effective and affordable hosted call center solutions—without the hardware or hassle of “traditional” call center technology.

Nexogy's call center management technology helps your business build better relationships with new and existing customers, deliver incredible service, and improve your bottom line.

With Nexogy, you'll:



Never miss a call from customers or clients thanks to our automated call technology.



Access real-time data to improve customer service and sales.



Nurture new or existing customers and contacts with robust collaboration and calling features.

It's time to embrace the technology your market is demanding. Partner with Nexogy, and kiss poor customer service goodbye.

Don't be surprised if your customers give you a ring to thank you.

Never Miss a Call

The first step to incredible customer service is being available when your customers need you— even if they're in different time zones. Missing a call can be the difference between a happy customer and lost revenue.

That means your first interaction with customers is your number one way to win (or lose) business.

Use Nexogy's automatic call queues, answering features, toll-free numbers and visual voicemail services to ensure you're never at a loss for words when customers come calling.



Automatic Call Distribution

Answering a call is just the beginning. Nexogy's automatic call distribution (ACD) features route calls quickly and effectively to the employee in your organization best suited for the call.

- **Route calls to the right employees.** Want idle employees to pick up calls first? Need to pull in mobile professionals or work-from-home staff on calls? With Nexogy's routing solution, calls are routed to agents in any order you specify—from round-robin, top to bottom or based on whoever's been idle longest.
- **Prevent call overflow and workflow roadblocks.** When calls become too much to handle, use Nexogy's smart rules to automatically send overflow calls to voicemail or other employees.
- **Give customers a personal touch, even when they're on hold.** Pick your own music, create announcements, or record on-hold messages that play while customers are being routed. Our qualified partners will even create professional music for you—[click here](#) to find out more about commissioning quality tunes.



Auto Attendant

You can't always be there to pick up the phone, but Nexogy can. With Nexogy's auto attendant functions, you'll:

- **Answer and route calls after one ring.** Handle high call volumes and route them to the appropriate employee automatically within one ring—without lifting a finger.
- **Save time and money with automated messages.** Nexogy's automated messages tell your customers exactly what they need to know, acting as your very own skilled customer service representative. Your customers are unique; your messages can be, too. Tailor your messages to every business occasion, including when you're out of the office or on holidays.



Visual Voicemail

Let's face it: multi-tasking is the new normal in our global marketplace, where business happens 24/7. Use Nexogy visual voicemail to stay on top of your workflow and get more done.

- **Send voicemail right to your inbox.** Nexogy visual voicemail transcribes a call's information and the voicemail message itself into text, then sends it to your email address. The result? Effective multi-tasking and easy consumption of customer messages.



Customizable, Toll-Free Number

Customers evaluate your business before they even pick up the phone. Make a good impression by using Nexogy's toll-free and vanity number services.

- **Take advantage of toll-free calling.** Help more customers get in touch by establishing a Nexogy toll-free number. Want to give your brand that extra bit of polish? We'll provide you with a vanity number, too—all for a low rate.

Use Real-Time Data to Improve Customer Service

Effective customer service isn't just about answering calls (though that's important!).

It's also about turning your call center into a lean, effective operation that provides world-class customer service.



Call center productivity is a big challenge:

59%

of call center executives

Said their top management priority was improving it, according to a [2011 Knowlagent survey on call center productivity](#).

The problem?

Agents experience lots of idle time—about 49 minutes per day. Those minutes are lost revenue opportunities.

The good news is that reducing idle time and improving efficiency doesn't have to break your IT budget.

Enter Nexogy's affordable real-time reports, call monitoring and recording solutions.



Call Analytics

Think you have a productivity problem? Worried about lengthy calls? Attack the problem with hard data courtesy of Nexogy's call analytics features.

- **Track team and call performance.** Nexogy analytics are located in one convenient place: the live, interactive wallboard. On the wallboard, you'll gain valuable insight into data like:
 - The number of calls answered.
 - The number of agents logged in to the system.
 - How many agents are ready to receive calls.
 - How many agents are on calls.
 - The average talk time for your calls.



Call Recording

Logging calls for quality assurance and legal protection is a must in this business. Protect and enrich your company with Nexogy's call recording.

- **Record calls to improve business efficiency.** Secure legal protection for your company. Improve services and call quality. Evaluate performance and educate your staff with instructive call examples. With Nexogy call recording, your business is primed to celebrate past successes and learn from mistakes.



Real-Time Monitoring

Sometimes, management needs to be involved in customer calls. Nexogy makes it easy for you to monitor, coach and take the wheel during any call that enters your system.

- **Monitor calls.** Need to monitor effectiveness without making a fuss? Listen in anonymously on calls so that neither the caller nor the agent know you're present.
- **Coach agents.** Provide expert guidance to employees using the Coach function—all while remaining anonymous to customers.
- **Barge-in.** When both employees and customers need some attention, the Barge-In function lets you speak to both at once.

Improve Sales and Nurture Customers

Just because you've successfully fielded customer calls doesn't mean the work is done. When you don't stay on top of customer relationships and customer service needs, business fizzles.

When customer service needs aren't met, customers take their business elsewhere. And maintaining and nurturing customer relationships are critical to delivering an exceptional service experience.



In fact:

58%
of consumers



Report that their needs were not met because a company was unavailable when they tried to get in touch.

Make sure you're always open for business with Nexogy's tools for CRM integration, international calling and team/customer collaboration.



CRM Integration

There are tons of robust CRM packages out there that can supercharge your sales efforts. Nexogy works with them to make sure your sales contacts don't get lost in the shuffle.

- **Improve your customer outreach.** Nexogy's call center solutions integrate with popular CRM tools like Microsoft Dynamics CRM, Netsuite and Salesforce—linking your call center functions to some of the best CRM tools on the market.



Click to Dial

Need to pull past contacts from your email? Want to incorporate email leads into your call center operations? Nexogy has you covered.

- **Dial from your inbox.** Nexogy gives you the power to dial contacts right from Outlook or other TAPI applications—and you can even do it hands-free.



International Numbers

Tapping into foreign markets is more important than ever in a globalized economy. Don't miss a single opportunity with Nexogy's international calling options.

- **Capture market share abroad.** *Qui voulez-vous appeler?* Nexogy will set up local numbers for you in more than 1,000 cities & 41 countries worldwide, with absolutely no long-distance fees.



Collaboration and Web Conferencing

The team that learns together grows together. Educating your staff is the key to better customer service, improved sales and increased revenue. That's why Nexogy is a proud provider of Qolabora collaboration software. Using Qolabora, you can:

- **Improve your meetings.** Start meetings from Outlook. Take advantage of video conferencing and chat capabilities, as well as screen and file sharing. Record meetings for future reference—all in one easy-to-use package.
- **Educate employees.** Teach up to 100 staff members using the Qolabora for Learning solution. You'll be able to administrate classroom sessions, track student progress via classroom metrics, and record and edit sessions.
- **Establish yourself, and your business, as a thought leader.** Conduct webinars and professional events with up to 250 participants as a valuable way to establish & maintain industry credibility.

Why Switch to **nexogy**?



Today's marketplace moves faster than ever, with customer service experiences shared instantly via social media and global teams competing around the world.

That means it's more important than ever to get more out of your IT investments.



Our call center solutions help you stay in touch with customers, respond quickly to queries, improve sales and nurture business relationships.

Look no further than Nexogy.



With Nexogy, you'll:

- Never miss a call.
- Answer and route calls automatically within one ring.
- Improve efficiency by routing calls to idle agents.
- Address customer needs with customizable messages—even when you're not around to answer the phone.
- Improve customer service with real-time call data.
- Track who's doing what at any time within your call center to improve efficiency.
- Record and analyze calls to serve as instructive examples for your employees.
- Take an active role in customer service by monitoring, coaching or participating in any call.
- Jumpstart sales and nurture customer relationships with CRM integration.
- Tap into markets abroad with international numbers in 1,000 cities worldwide.
- Use the power of Qolabora to manage global teams and conduct large-scale employee education.

The Nexogy logo is a stylized, abstract shape composed of several overlapping, rounded, teardrop-like segments in shades of light blue and pale yellow, arranged in a circular pattern.

Interested in learning more about Nexogy?
Want to try our call center services out for yourself?

Please call us at 1-866-NEXOGY2 (6396492) or visit our [contact page](#).

About nexogy

Nexogy is a telecommunications provider with a robust data, video and voice network. We operate across the globe virtually anywhere you can access the internet and cater to small- and medium-sized businesses. With Nexogy, you can manage all your business communications from anywhere, at anytime.

Nexogy is a brand of LD Telecommunications, Inc. Founded in April 1999, as an integrated voice and data company, LD TeleCom provides telephony services to thousands of customers including inter-exchange carriers, internet service providers, individuals and corporate customers with an emphasis on small- to medium-sized businesses.

