

Nexxlinx Technology Support

Nexxlinx is a tech savvy, Nex Gen outsourcer, so we know firsthand what skills are necessary to succeed as a Tech Support/Helpdesk provider. Our Technical Support clients represent the largest, most popular and most demanding brands in the world. Our Technical Support Solution is unparalleled, evidenced by our consistent ranking as a first choice partner in this field.

The quality of your products and services are a priority to your business, but not at the expense of the customer experience. Whether you require Associates for end-user questions or engineers for advanced Technical Support, we can provide specialized services to ensure a superior customer experience. At Nexxlinx, we train our Associates to perform according to a number of key metrics, including FCR (First Call Resolution). **95%** of our calls are resolved on the first interaction with the customer. Our Associates are cross-trained among Game genres and levels, able to resolve customer issues expediently. A customer will only be transferred to another Associate or department when the nature of the issue calls for an extremely high level of knowledge, skill or security and must be escalated to be resolved efficiently.

Our highly knowledgeable, educated Technical Support team is trained to operate your product, inside and out, identifying the best strategy to efficiently and effectively service your customers while exceeding your goals. We recruit tech-savvy individuals who pride themselves on their service ethic, which means customer satisfaction always comes first. By solving technical problems correctly and quickly, Nexxlinx builds brand loyalty and opens the door for additional cross-sell and upsell opportunities. For a leading developer and publisher of video games, Nexxlinx used its Technical Support expertise in combination with upsell/cross-sell programs to create quantifiable value of over \$5 million in sales revenue.

How Our Technical Support Solutions Can Serve Your Customers

Nexxlinx offers services in a wide range of products to meet your diverse support needs:

- Consumer electronics and computers
- Networking
- Telecommunications
- Specialized technologies

Nexxlinx offers multi-tiered Technical Support options:

- Serving new users to IT professionals
- From self-help to "hands on"
- Providing live voice, chat, and e-mail contact channels

Nexxlinx also offers advanced Technical Support options:

- Network scoping and troubleshooting
- Hardware and software support
- Advanced certifications include Cisco, Juniper, Nortel, Microsoft, Novell

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

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 associates to toggle from one program to another, improving work flow and efficiency, enabling associates to do more, in less time.

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Nexxlinx Technical Support

Nexxlinx Technical Support expertise includes:

- Configuration/ Troubleshooting
- Dispatch management
- Escalation management
- Installation & connectivity
- Level 1, 2 and 3 technical support
- Predictive dissatisfaction modeling
- Reliability tracking and reporting
- Warranty or post-warranty support

MULTISHORE SOLUTIONS

With contact center locations in North America, Asia, South America, and Europe, and a staff capable of offering support in up to 19 languages, Nexxlinx Multi-shore Solutions will match the locations or regions skill sets to the needs of your technical support, guaranteeing your customers a superior experience and your company lower costs. With Nexxlinx, your company and customers can be assured of:

- Expertly trained technical support Associates based on the needs of your customers
- Global operating standards
- World class infrastructure providing seamless, redundant connectivity

@HOME ASSOCIATE SOLUTIONS

Delivering technical support can be a challenge but with Nexxlinx @Home Associate Solutions, our clients can take advantage of highly skilled, experienced, and productive Associates that deliver a superior customer experience. Since Nexxlinx has no geographical limitations to find technical support @Home Associates, we can ensure they have the skills needed to support the most complex technical products, even if advanced education, like an engineer, or certifications is required. Our security, training, coaching, and quality practices provide you and your company with a technical support service that offers improved associate productivity and customer satisfaction, guaranteed!

CUSTOMER SATISFACTION MEASUREMENT

Providing customer service for technical products can be complicated due to the complexities of the products themselves and the customers' potential lack of full technical understanding of the product. So, how do you ensure your technical support is satisfying your customers in order to get them to use your products and, just as important, purchase more? Nexxlinx Customer Satisfaction Measurement specializes in collecting, analyzing, and transforming customer intelligence into answers and action plans that will improve your ability to deliver a superior technical customer support experience improving retention and revenue growth.