

## Nexxlinx Global Contact Center Locations

NC, NY, TX, CO  
Netherlands, India,  
Philippines.

## LIVE OPERATOR SUPPORT

Nexxlinx contact center associates and fulfillment staff can meet all operations requirements.

## COMMUNICATIONS INFRASTRUCTURE

A cloud-based world class hosted contact center platform that effectively extends contact center seats *anywhere*.

## Interactive Voice Response (IVR)

Nexxlinx IVR automates customer returns/delivery/tracking, saving **75%** off live associates handling this redundant activity.

## CRM

Nexxlinx has developed detailed business requirements for CRM Interaction.

Call Today At  
**(877) 747-0658**

Or Visit us Online at  
[www.Nexxlinx.com](http://www.Nexxlinx.com)

## About Us

Nexxlinx, headquartered in Atlanta, Ga., is a tier one outsourcing company with a complete on-shore/off-shore contact center footprint. The contact center functionality delivers intelligent call routing, network-to-desktop computer telephony integration (CTI), and multimedia contact management to contact center agents over an IP infrastructure.

Our solution provides a single integrated platform (ACD/PBX/CTI) based on an open source solution that is a cloud-based, world class integrated multi-channel contact processing platform that is expandable to meet your business needs.. Nexxlinx can help you rapidly design and deploy application mash-ups, as well, which includes:

- Unified Desktop solutions
- Integrated inbound and outbound IVR Voice Self Service(VSS) solutions
- Complete integrated Business Process Development platform that dramatically reduces time to delivery and change management overhead for application.
- Roll-up of multiple same-function Vertical Systems into a single interface (e.g. billing, CRM, claims, etc.)

## Why Nexxlinx

- **Workforce** - Highly Skilled Associates with Extensive Vertical/Product Knowledge
- **KPI/Quality/ Life Cycle Management** - Monitor, Measure, Modify
- **Training** - Experienced Development/Delivery Team
- **Technology** - State of the Art Virtual Infrastructure
- **Unique Price Model** – Significant savings for term of contract

## Our Experience

Nexxlinx brings 25 years of experience in the Contact Center Industry. In addition, we are 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.

## Nexxlinx Service Offerings:

- Customer Care
- Order Management
- Help desk/Technical Support
- Retention
- Inbound Sales
- Loyalty Programs
- eMail, Live Chat Support
- Technology

## Nexxlinx enterprise client base

### supports the following key verticals:

- Media|Entertainment|Cable
- Telecommunications
- Publishing
- E-Commerce
- Financial Services
- Government/Technology
- Game Publishing

All Nexxlinx solutions can be delivered via onshore, near shore, offshore or @Home locations 24x7.