

Nexon Cloud Contact Centre Solutions

Pave the way for success tomorrow with an integrated contact centre and relationship management solution.



A successful business is committed to its customers. Having the best products, the best services, or the most innovative ideation certainly contributes to winning a considerable share of the market, but this needs to be supported by a proactive and positive attitude to customer service.

This is precisely what your business — and your team — strives to achieve. You are serious about meeting the needs of your customers, clients, and users at every turn. Sometimes, however, we need the support of the right tools and the right solutions in order to translate this commitment into real, actionable results.

This is where Nexon Contact Centre Solutions provides a real advantage. We are all about the benefits we offer to our clients, and we draw upon our expertise in the market as we create winning solutions you and your business can rely on.

The role of a Contact Centre: key business drivers and needs

Before we can properly identify the solutions that Nexon can offer your business, we first need to have a look at the problems you might be facing as an organisation.

There are many potential challenges and areas of friction that our solution can remedy.

Siloed Data

Today's business landscape is awash with data. But, if you cannot access this data as and when you need it, it is no good to you. When data becomes trapped in silos, it quickly becomes useless, and your business gets left behind. In the context of a customer service or contact centre, you cannot afford to let this happen.

Inability to make use of data

Without the right tools and application in place, there is no way to derive useful insight from the gathered data. This leaves businesses in the frustrating position of falling just a little short time and time again. You have what you need to excel in your field, but you cannot quite make it happen.

Lack of interaction history

When customers reach out to your contact centre, they expect to be treated with respect and consideration, just as if they were talking to you face-to-face. Naturally emails and phone have their place in your organisation, but now more than ever, with more touchpoints across the business, it's vital that your representative have access to previous interaction history to strengthen these relationships, and ultimately enhance the customer experience.

Nexon is uniquely placed to solve these key issues

Core collaboration and CRM integration

Our solutions bring together customer relationship management (CRM) and communication solutions in a harmonised and comprehensive way. This means you and your team have full access to the data you require and can apply that data where it is needed. What's more, the customer's interaction history is right at your fingertips, providing you with customer contextual and personalised experiences.

Bringing together Microsoft 365 and Genesys Contact Centre

Nexon leverage the benefits of both Microsoft 365 and Genesys Contact Centre solutions to deliver a simplified solution. We then deploy this together with our own expertise and knowledge to achieve innovative, customer-focused service outcomes.

An experienced and expert team

It always helps when you can really rely on the people you work with. At Nexon, our teams are well-seasoned in all things customer service and contact centre-related. Our experts are on hand to deliver their world-leading insight, and to implement the solutions you need to support your customers at every turn.

A managed set of services

Needs change, as do situations. Problems arise, and what may have worked well initially might begin to fail over time. This is why you need a managed services provider, with ongoing support and assistance every step of the way.

Taking ownership of the problem

The Nexon team is committed to achieving excellent results for each and every client they work with. To do this, we go above and beyond to ensure the best outcome for your organisation.



Delivering key benefits and success metrics

The key benefits of using the Nexon Contact Centre Solution:



Directly increase the revenue driven by your contact centre



Increase the rate of positive call resolutions



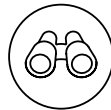
Decrease customer churn and increase levels of customer satisfaction



Support flexible, remote, and on-demand workforce



Achieve greater personalisation and more valuable interaction with customers



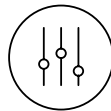
Leverage operational insights on key decisions



Achieve better user experience with integrated tools



Enjoy better visibility and insights across the whole customer life cycle



Exert more control over the outcomes of interactions

It isn't easy to achieve all of these advantages without a comprehensive solution in place, and the right partner.

The Nexon Advantage

- ✓ **Seamless integration** between collaboration tools, contact centre and relationship management (CRM) solutions, leading to seamless outcomes for customers.
- ✓ **Personalised experiences** - Tailor the services you offer to clients, and foster more robust relationships.
- ✓ **Data-driven processes** - Enjoy the ability to leverage data in a meaningful way. Use this data to manage call routing, handle queue prioritisation, and even improve customer interactions themselves.
- ✓ **A valuable shared purpose** - Working closely with customers and sharing risk is ingrained in our DNA. We are with you every step of the way and craft our solutions around your specific business needs.
- ✓ **The knowledge and understanding** required to deliver the right solution for your business.

Why do customers choose Nexon?

- ✓ We are easy to work with and are committed to partnering closely with clients.
- ✓ We are dedicated to a data-driven approach, utilising cloud structures and integrated software to facilitate the flow of information.
- ✓ With a track record of over 5 years' planning and successfully implementing Microsoft Dynamics and contact centre solutions, we have the experience and expertise to ensure deployments meet the high expectations of our clients.
- ✓ We extend the personal touch of a startup, combined with the commercial backing, to offer reassurance to our customers.
- ✓ We find that our customers love the idea that their Dynamics expert is also their Contact Centre expert, as it means expert-level support on an integrated basis.

Want to discover more about Nexon's Contact Centre solution and integration capabilities?
Call us at **1300 800 000**, email us at enquiry@nexon.com.au, or visit nexon.com.au