



NEXTGEN CUSTOMER SERVICE

Virtual call & contact centers that work as an extension of your team.

VOX CS has been providing onshore, nearshore, and offshore customer service since 2010. Our US-based leadership team has over 20 years of experience pushing the boundaries of global call center operations. Our onshore agents and managers work remotely from 15 US states. This virtual call center model allows us to hire the best talent from across the country, resulting in higher retention and superior quality. Our nearshore and offshore call centers located in the Dominican Republic and the Philippines provide cost-effective services and highly-trained agents with a neutral or near-neutral English accent and built-in US-based Level-2 support.

Omnichannel customer service and support across voice, email, SMS, chat, social media, and your applications:

- 24/7 multilingual sales and support
- Technical support
- Back-office tasks
- We integrate with your current CRM
- Dynamic ticketing system
- Central dashboard with total access
- Industry-leading quality control
- Strict training and monitoring
- Grade A security protocols

Increase revenue by up to 20%

- KPI monitoring for all campaigns
- Lower refunds and chargebacks
- We scale to meet your needs
- No risk, cancel anytime

OUR SERVICES

- **CUSTOMER SERVICE & SUPPORT**
Scale on demand with our full range of customer service solutions across all your contact channels.
- **ABANDONED TRANSACTIONS RECOVERY**
Monetize hesitant shoppers that abandon your shopping cart or website forms before completing a transaction.
- **MERCHANT SOLUTIONS**
Our e-commerce CS team is built around turning customer service into revenue by protecting your merchant accounts and reducing chargebacks, cancellations, and refunds.
- **CUSTOM ENTERPRISE SOLUTIONS**
Let's partner to develop a customized contact center strategy, including in-house development, design, and content.