

Nexway customer care and professional service.



The Nexway Customer Care Team delivers world-class level 1 end-user support via email, chat & telephone in native Portuguese, Brazilian, Italian, Polish, Spanish, English, German, French, Dutch, Japanese (simplified and traditional), Chinese, Korean.

Get closer to your customers, increase your conversion rate and maintain your brand's reputation

The end-user experience is the cornerstone of your online sales success. Maintaining a high level of experience isn't easy when you start to multiply your sales points. Nexway MONETIZE solves this by managing your end-user relationships with a localized customer care service.

- WE SUPPORT YOUR CUSTOMERS FOR ALL ISSUES RELATED TO PAYMENT, SUBSCRIPTION & ACCESS TO THE PRODUCT
- WE ANSWER EMAILS & PHONE CALLS IN 12 LANGUAGES OVER 3 TIME ZONES
- WE MANAGE REFUNDS
- WE PROTECT YOUR END USER DATA & MANAGE LOCAL COMPLIANCES
- WE PROVIDE LIVE CHAT & MANAGE TICKET REQUESTS



Taking proper care of your customers after they have purchased is mandatory for the sake of your business. This needs to be done in your customers' native language.

Easy said when you sell in the US and the UK, but selling in the EU or LATAM is another topic: you may have to hire French, German, Italian, Spanish, Portuguese speakers, at least. **Or you can rely on Nexway services to handle this part for you. Fast and easy!**

Customer support in their native language

In addition, Nexway Customer Support Team offers you a range of services to improve your conversion rate and maintain your brand's reputation with your clients:

Live chat and self-service knowledge bases

Live chat was recently introduced as a new service channel. The team is also knowledgeable in deploying 24/7 self-service knowledge bases within its clients' online stores, app stores, and in-app stores.

Key performance indicators

As part of ongoing business review meetings with its clients, Nexway gives you detailed statistics on the types of customer issues it encounters.

Contact center key performance indicators such as average time of ticket resolution are also provided.

Cross-sell and upsells

The contact center team is incentivized to cross-sell and upsell your products as they engage with your customers. In particular, agents now leverage chat and email exchanges to quickly share personalized download URLs with the goal of converting PC customers into cross-device subscribers.

B2B telemarketing and sales

The contact center team is skilled in executing outbound telemarketing campaigns to qualify and – in some cases also convert – B2B leads. The contact center may also provide tailored quotes and manually process B2B purchases.



Key figures

- 12 LANGUAGES
- 100% OF EMAILS ARE RESPONDED TO WITHIN 10 HOURS ON BUSINESS HOURS
- 86% OF CALLS ARE ANSWERED WITH AN AVERAGE HOLD TIME OF **3 MINUTES**
- 86% OF CHATS ARE ANSWERED WITH AN AVERAGE HOLD TIME OF **1 MINUTES**
- +500K LEVEL 1 CUSTOMER INTERACTIONS PER YEAR
- 81% SATISFIED CLIENTS FOR EMAILS
- 95% SATISFIED CLIENT FOR CHATS



MONETIZE by Nexway enables: LOCALIZED CUSTOMER CARE



Interested in leveraging Nexway to provide customer care worldwide?

Consumers are living experiences and purchasing is a part of the experience. Get in touch to find out how Nexway's Customer Care can help you to Enhance your competitive edge.

Contact us



www.nexway.com