

CGS Nexus Romania

**Multilingual, technical &
scalable support excellence**



CGS Nexus Romania is

the premier multilingual and technical delivery hub in our global network, providing CX and advanced technical support across up to 22 languages with strong engineering talent and GDPR-native governance. Romanian teams apply the **CGS Nexus Total Experience** model—uniting customer, employee, and product experiences—with AI-enabled knowledge systems and analytics to deliver empathetic interactions, high first-contact resolution, and accurate outcomes at scale.

CGS is a long-established business transformation partner in Romania, serving global and European clients across all industries. Our long-tenured global clients trust the Romanian CGS Nexus team for mission-critical services that facilitate flexibility, scalability and financial growth.

Why Romania?



210,000 BPO/ITO professionals:

Romania offers a rich pool of highly educated, technically astute, multilingual professionals.



90 universities and colleges:

A strong STEM culture feeds a steady pipeline of digitally fluent, analytically minded talent.



EU infrastructure and stability:

Romania ranks among Europe's leaders in broadband, cybersecurity maturity, and STEM education, under a predictable EU regulatory environment.



Accessible, connected cities:

Efficient public transport across major hubs like Bucharest and Braşov supports reliable multi-shift operations and cost-effective commutes.

Why CGS Nexus?



Performance culture:

Highly engaged, outcomes-driven professionals supported by AI-enabled coaching, quality monitoring, and continuous training.



Support for global scale:

Six modern CGS Nexus centers with approximately 5,000 seats across Bucharest, Braşov, Galaţi, Miercurea-Ciuc, Târgu-Jiu, and Constanţa provide resilient, multi-site coverage.



Multilingual depth:

Up to 22 languages supported, combining native-level fluency with technical acumen and AI tools for accurate, brand-consistent conversations.



Speed to scale:

Proven ability to ramp 100 FTE in 30–45 days, supported by standardized playbooks and AI-driven workforce and demand forecasting.



Robust security and compliance:

GDPR-native operations and mature ISO/SOC/PCI-aligned controls protect customer and enterprise data.



Operational specialties

Operational specialties include multilingual CX, tier 1–4 technical troubleshooting and engineering escalations, SaaS onboarding and complex configuration support, content moderation and digital operations; financial services to include audits, sales, renewals, and billing; and knowledge-based back office. AI agents, AI copilots, and advanced analytics are selectively applied across these domains to reduce effort, improve accuracy, and accelerate time-to-resolution.

- Multilingual CX spanning EMEA + North America
- Tier 1–4 technical troubleshooting & engineering escalations
- SaaS onboarding and complex configuration support
- Content moderation and digital operations
- Finance, billing, and knowledge-based back office
- AI for training, call deflection, copilots, and insights that result in process optimizations

AI-enabled CX and operations

CGS Nexus Romania applies AI in three complementary ways—AI Agents, AI Copilots, and AI Data & Analytics—to enhance customer journeys, empower frontline teams, and optimize operations.

Together, these AI capabilities are integrated into CGS Nexus Romania’s governance and playbooks—not standalone tools—so clients gain measurable improvements in customer effort, NPS, and operational efficiency.



AI Agents for intelligent call deflection: AI agents handle routine and repeatable inquiries through chat, voice, and digital self-service, deflecting volume from human queues while maintaining brand-consistent experiences. In Romania, these virtual agents are continuously trained on local languages, products, and policies to improve containment rates, shorten wait times, and keep live experts focused on higher-value, complex interactions.



AI Copilots for enhancing human contact: AI copilots support Romanian agents during live interactions with real-time recommendations, next-best actions, and knowledge surfacing. These copilots summarize prior contacts, pre-populate forms, and suggest troubleshooting steps, enabling faster handling, higher first-contact resolution, and more empathetic conversations without adding cognitive load for frontline teams.



AI Data & Analytics for process optimization and decision making: AI-driven analytics convert interaction data into actionable insight for leaders, supervisors, and process owners. Romanian operations use machine learning and predictive models to identify failure points, coach agents, forecast demand, optimize staffing, and monitor quality across channels, creating a disciplined, closed-loop improvement cycle that lifts performance and reduces total cost of ownership.



**People first.
Outcomes driven.
Aligned for success.**

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