



CGS Nexus Israel

**High-precision, AI-enabled
support for complex,
multilingual technical workflows**



REGIONAL OVERVIEW

How CGS Nexus Israel drives technical accuracy & customer confidence

CGS Nexus Israel supports complex technical troubleshooting, cybersecurity-adjacent workflows, and premium multilingual CX from a secure facility in Netanya. Teams combine engineering-grade expertise, AI-enabled knowledge systems, and secure escalation paths to deliver fast, accurate, and trustworthy resolution for high-value customer journeys.

Why Israel?



Top-tier tech talent:

More than 350,000 tech workers, with dense experience in SaaS, cybersecurity, cloud, DevOps, and analytics, plus strong university and certification ecosystems.



Multilingual by default:

Hebrew, English, Arabic, Russian, and French, plus additional European languages available for regional programs.



Secure infrastructure:

Modern business park location with redundant fiber, robust data connectivity, and world-class cybersecurity posture.



Stable, business-friendly environment:

Strong legal protections and regulatory frameworks that support global enterprises and financial services.

Why CGS Nexus Israel?



Performance culture:

Direct, analytical, and results-focused teams delivering premium CX for demanding high-tech and financial services customers.



High-tech facility:

Approximately 200-seat, scalable, secure facility in Netanya designed to attract senior technical talent and support rapid growth.



Tier 2-3 technical support:

Specialization in escalations, complex troubleshooting, and mission-critical workflows where accuracy, speed, and security are non-negotiable.



Proven with SaaS and fintech:

Experience supporting Israeli and U.S.-based SaaS and fintech firms, demonstrating reliability across two of the world's most rigorous markets.

AI-empowered excellence



AI Agents: Resolve simple, high-volume queries across voice and digital channels before they reach a human, using virtual agents and bots to handle routine tasks like billing status, password resets, and basic “how-tos...” while classifying intent, urgency, and complexity in real time to route contacts to only the right experts. They learn continuously from interactions, steadily expanding deflection coverage while staying aligned with brand tone and compliance requirements. CGS Nexus designs these solutions around clear KPIs such as containment, CSAT, and time-to-resolution, so you see measurable ROI.



AI Copilots: Enhance every human interaction with real-time guidance, surfacing product information, next-best actions, policy snippets, and troubleshooting steps directly in the agent desktop, reducing handle time and cognitive load. Support quality and compliance with automated summaries, draft after-call notes, and prompts around disclosures and security steps to increase consistency and audit readiness.



AI Data & Analytics: Turn every interaction into insight by applying speech and text analytics across voice and digital channels to uncover trends in issues, feature adoption, risk signals, and customer sentiment. Connect operational metrics such as volume, handle time, resolution, and deflection within intuitive dashboards to provide structured feedback loops for product, UX, and policy changes that reduce friction and improve first-contact resolution. Power predictive models that forecast demand, flag at-risk accounts, and surface opportunities for proactive outreach or education.



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

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