

AI Agents

**Human expertise.
Agentic AI automation.
Total experience transformation.**



CGS Nexus harnesses agentic AI to automate up to 60% of customer interactions while strategically deploying human expertise for complex, high-value moments. Our AI Agents don't just answer questions, they reason, adapt, and take autonomous actions across your entire customer ecosystem. We deploy intelligent AI that learns, improves, and scales based on your specific customer journeys—improving CX, driving loyalty, and lifting revenue while dramatically reducing costs.

Overcome challenges costing you money and customers

Modern enterprises face pressures that legacy BPO models aren't built to handle. Choose a tech-native partner who can help you address:

- **Rising customer expectations** for instant, personalized service across every channel
- **Cost pressures** requiring efficiency without sacrificing quality or brand reputation
- **Workforce complexity** making it difficult to scale, train, and retain high-performing agents
- **Technology gaps** leaving operations reliant on outdated tools and fragmented systems
- **Compliance risks** growing as regulations tighten across industries and geographies

CGS Nexus meets these challenges with agentic AI that autonomously manages complex workflows, continuously adapts to your systems to reduce model drift, and intelligently escalates to human experts—delivering superior experiences at a fraction of traditional BPO costs.

Autonomous voice agents that reason and act intelligently

CGS Nexus deploys agentic AI voice agents powered by advanced technology that goes far beyond traditional Interactive Voice Response (IVR) scripted responses. Our AI agents autonomously handle multi-step workflows, make contextual decisions, and take actions across your systems—all while maintaining natural, empathetic conversations. Capabilities include:

- **Autonomous reasoning and decision-making** for complex, multi-turn conversations
- **Multi-system orchestration** executing actions across CRM, order management, and billing platforms
- **Contextual memory** maintaining conversation state across interactions and channels
- **Dynamic goal planning** breaking complex requests into executable sub-tasks
- **Self-correction and learning** adapting responses based on customer feedback and outcomes
- **Proactive problem-solving** anticipating customer needs and offering solutions before being asked

Autonomous workflows handled by AI Agents



Order status inquiries with proactive issue resolution



Scheduling appointments with conflict detection and optimization



Payment processing with intelligent retry logic for failed transactions



Product information with personalized recommendations based on purchase history



Return and exchange processing with automatic label generation and refund initiation



Delivery confirmation with address verification and rescheduling



Proactive outreach for cart abandonment with dynamic discount authorization



Collecting customer feedback with sentiment-triggered escalation to retention teams



Account updates and profile management across multiple systems



Subscription modifications with usage analysis and churn prevention

Agentic AI plus human-in-the-loop model

CGS Nexus orchestrates autonomous AI agents alongside skilled human experts to deliver optimal outcomes:

- 01 AI agents autonomously handle** routine inquiries, multi-step workflows, and data-driven decisions (60-70% of interactions)
- 02 Human agents handle** emotionally complex situations, creative problem-solving, and relationship-building moments
- 03 Confidence-based routing** ensures AI only escalates when it detects uncertainty or complexity beyond its capabilities
- 04 Continuous learning loop** where human agent interactions train and improve AI agent performance
- 05 Real-time AI Copilot (agent assist)** empowers human agents with instant knowledge, next-best-actions, and automated documentation

Scale complete omnichannel customer support without scaling costs



Voice: Traditional and AI-powered phone support with 24/7 availability



Self-service: IVR, chatbots, knowledge base management, and voice AI

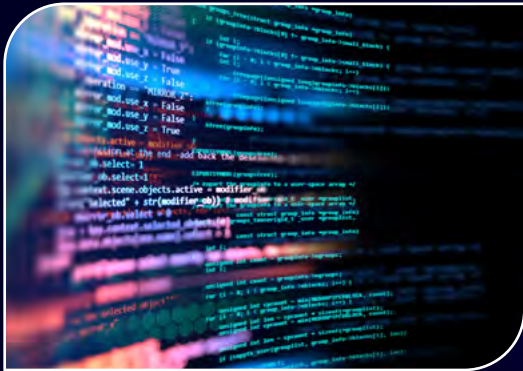


Digital: Email, chat, SMS, social media, and messaging app support



Back-office: Order processing, data entry, claims processing, and fulfillment support

AI Agents: technical details



30+

Language support

with natural accent
and tone matching

- 01 Sub-500ms latency** for human-like conversation flow
- 02 Intelligent call routing** with warm transfers to human agents when needed
- 03 Real-time sentiment analysis** to detect customer emotion and escalation triggers
- 04 Seamless CRM integration** with automatic call logging and data capture
- 05 Branded caller ID** to build trust and prevent spam flagging
- 06 Batch calling capabilities** for outbound campaigns at scale



Infrastructure, governance & reliability

- **Seamless integration with pre-built connectors:** Fast integration with your existing tech stack using an API-first architecture (no disruptive migrations). Easy connectivity to Genesys, Salesforce, Zendesk, ServiceNow, Shopify, and 250+ enterprise tools
- **Continuous performance monitoring:** Ongoing detection of model drift, hallucinations, and performance degradation
- **Intelligent escalation engine:** Confidence-based routing to human agents when AI reaches uncertainty thresholds
- **Real-time quality assurance:** 100% interaction coverage with automated scoring and insights
- **Enterprise security:** SOC 2, HIPAA, PCI-DSS, GDPR compliant with enterprise-grade encryption
- **High availability and resilience:** 95%+ uptime with built-in failover protection and disaster recovery

A strategic journey to 40-60% automation efficiency

These metrics represent mature, optimized deployments typically achieved within 6-12 months.

- **Sub-500ms** response latency for natural, conversational interactions
- **30-50%** reduction in cost-per-contact
- **40-60%** of calls automated with voice AI handling routine inquiries
- **85-95%** containment rate for automated interactions (calls resolved without human transfer); deployments typically start at 30-50% and improve monthly
- **25-40%** faster resolution via intelligent routing and real-time support
- **15-25%** fewer escalations with better first-contact resolution
- **90%+** intent recognition accuracy, ensuring customers reach the right solution; this requires 3-6 months of training data
- **<2%** model drift with continuous learning and monthly retraining cycles
- **95%+** uptime with enterprise-grade infrastructure and failover protection
- **88-92%** CSAT scores for AI-handled interactions (matching or exceeding human performance); early implementations may see 70-80% CSAT as AI learns nuance and brand voice

Get boutique service with enterprise-grade Results

Unlike large BPO factories, we co-design every program around your brand, not generic templates. Unlike software vendors, CGS NEXUS acts as a strategic partner, tailoring every dimension of your quality program to drive measurable performance and experience outcomes.

You get dedicated leadership, customized workflows, and collaborative optimization.



AI + human expertise: We deploy autonomous agentic AI that reasons, learns, and acts across your systems—combined with strategic human expertise for high-value moments. This delivers optimal cost, quality, and experience outcomes.



Total Experience difference: We elevate CX, EX, PX simultaneously. AI automates routine work so human agents focus on high-value interactions. Agents feel supported with real-time AI guidance and deliver better customer moments. Improved ops data fuels continuous optimization and enhanced strategic partnership. Our TX performance flywheel is where technology, people, and processes reinforce each other—delivering better outcomes at every level.



Proven integration strength: Seamless connectivity with your existing tech stack means faster deployment and no disruptive platform migrations.



Continuous innovation: We continuously evolve AI agent capabilities, train new models on your interaction data, and refine agentic workflows—keeping your operation ahead of market changes and customer expectations.



Transparent partnership: Real-time dashboards, open communication, and collaborative KPI management ensure alignment and accountability.



Lift your CX and improve efficiency with AI and a partner you can trust.

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People first.
Outcomes driven.
Aligned for success.

