

CGS Nexus Chile

**Expert bilingual teams.
Global backbone.
Chilean agility.**



How CGS Nexus Chile strengthens customer loyalty & brand experience

Chile offers one of LATAM's most stable, bilingual CX ecosystems, with high-quality talent, strong digital skills, and the fastest broadband in South America for always-on operations. CGS Nexus Chile delivers Spanish-English support for local enterprises, regional LATAM brands, and Fortune 500 leaders, backed by secure, modern facilities in Santiago, Valdivia and Valparaíso.

Through the CGS Nexus Total Experience (TX) model, teams use unified CX/EX platforms, AI-enabled coaching, and multilingual tooling to deliver consistent quality across voice, chat, messaging, and social channels. The industry expertise of CGS Nexus' Chilean team is trusted by global enterprises, Chilean government agencies, multinational nonprofits, media and streaming providers, financial services, healthcare, telecom, retail, and subscription-based businesses.

Why Chile?



Highly educated workforce:

Chile's 70,000-strong CX workforce and 60+ universities create a deep, educated talent pool, giving brands reliable access to bilingual, tech-savvy agents ready to handle complex work.



English proficiency:

As one of LATAM's top countries for English proficiency, Chile enables natural, culturally aligned conversations with North American customers, reducing misunderstandings and improving first-contact resolution.



Communications infrastructure:

Fast, reliable broadband and modern telecom infrastructure support stable omnichannel operations, minimizing outages and ensuring consistent performance for voice, chat, messaging, and back-office workflows.



Stable regulatory environment:

Chile's transparent, predictable regulations and low-risk operating environment help de-risk your onshore or nearshore strategy, supporting compliance, business continuity, and long-term investment decisions.



Accessibility:

Efficient public transit and dense urban business districts in Santiago and Valparaíso support strong schedule adherence and lower absenteeism, helping maintain SLAs and keep staffing balanced to demand.

Why CGS Nexus Chile?



Bilingual Spanish–English CX teams deliver warm, empathetic communication

and clear explanations, reducing friction for U.S., Chilean, and global customers in every interaction.



Deep industry experience

in retail, ecommerce, telecom, subscriptions, financial services, healthcare, media, government, and nonprofits means faster ramp up, fewer surprises, and playbooks tailored to your industry.



AI-enabled workflows,

coaching intelligence, and the Nexus Total Experience approach drive consistent quality across voice and digital channels, turning each contact into measurable loyalty and revenue impact.



Secure, modern delivery centers

in Santiago, Valdivia and Valparaíso combine strong leadership with proven processes, giving you a resilient, scalable nearshore hub that can flex with seasonal and growth-driven demand.



A performance culture

focused on people-first engagement, training, and career development keeps frontline talent motivated and tenured, improving CSAT, NPS, and lifetime value over time.

AI-empowered capabilities



AI Agents act as an intelligent first line of support, resolving routine questions and simple transactions before they ever reach a human. They guide customers through intuitive self-service flows, handle repetitive inquiries at scale, and provide always-on coverage without compromising brand voice. By deflecting high-volume, low-complexity contacts, AI Agents reduce wait times and operational costs while freeing human experts to focus on complex, high-value interactions that matter most to your customers.



AI copilots sit alongside every agent, quietly supercharging each conversation with real-time intelligence. During live calls and chats, they recommend next-best actions, surface relevant knowledge articles, and automate wrap-up tasks such as summaries and dispositions. This guided support shortens training curves, drives more consistent outcomes across teams, and gives agents the confidence to handle complex scenarios, all while improving first-contact resolution, quality scores, and customer satisfaction.



AI Data & Analytics transform every interaction into actionable insights for leaders and supervisors. By analyzing speech, text, sentiment, and operational performance, AI uncovers emerging trends, process gaps, and churn signals that would otherwise remain hidden. These insights power smarter workforce planning, targeted coaching, and data-backed decisions at the executive level, enabling continuous optimization of journeys, policies, and performance across the entire operation.



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

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