

# Telecommunications

**Driving reliability,  
transparency, and  
connected service  
experiences across  
telecom ecosystems.**



Telecom customers judge providers on every interaction—especially during outages, billing issues, migrations, and device problems. CGS Nexus helps mobile, broadband, cable, and enterprise providers deliver AI-powered, multilingual support and technical expertise 24/7, reducing churn, cutting operational costs, and fueling revenue growth while keeping subscribers informed and connected.

## We deliver:



Multilingual, omnichannel support for billing, service changes, and technical issues



Telecom-specific playbooks for outages, migrations, number ports, and device lifecycle events



AI Agents, AI Copilots, and AI Data & Analytics embedded into care, tech support, and back-office workflows



Orchestrated journeys that connect contact centers, field operations, OEMs, and network engineering



# Why Telecom providers choose CGS Nexus:

These metrics reflect how CGS Nexus helps telecom providers reduce friction, protect loyalty, and improve economics across high-volume customer and technical journeys.

# 100M+

**Customer and technical interactions managed annually** across telecom and adjacent industries.



- 01 20–30% reduction in repeat contacts and escalations** through journey-aware support, proactive outage communication, and billing transparency flows.
- 02 10–20 point improvements in customer satisfaction and NPS** with AI-assisted agents, empathetic scripting, and multilingual coverage.
- 03 Up to 30% lower cost-to-serve** by reducing truck rolls, handle time, and back-office effort via AI Agents, AI Copilots, and automation.
- 04 Faster launches and change management** for new plans and devices with flexible ramp models tuned to promos, migrations, and product releases.
- 05 Proven reliability in regulated, multi-partner ecosystems** through integrated OSS/BSS workflows, secure operations, and PX orchestration across field teams, OEMs, and network ops.

# Telecom-focused services across the customer lifecycle:

CGS Nexus delivers a full suite of telecom-focused services that support customers, partners, and internal teams from first activation through renewals and ongoing account growth.



**Customer Care:** Deliver always-on, omnichannel care for billing, service changes, plan questions, and account inquiries. Skilled agents and AI-powered self-service resolve issues quickly, reduce churn, and elevate NPS across voice, chat, messaging, apps, and retail touchpoints.



**Technical Support:** Resolve device, app, and network issues faster with multilingual, AI-enhanced troubleshooting and advanced diagnostics. Agentic support flows tuned to your network environment, device catalog, and provisioning logic reduce truck rolls, boost FCR, and keep subscribers connected with minimal downtime.



**Sales Support:** Accelerate activations and drive upsell and cross-sell with targeted telesales and multilingual sales support.

Teams follow structured playbooks to convert inbound demand, recover abandoned orders, and position the right bundles and upgrades at the right time.



**Renewals Support:** Protect recurring revenue with proactive outreach for plan renewals, contract extensions, and upgrade offers. Personalized journeys and retention strategies help you reduce churn, increase ARPU, and strengthen long-term customer relationships.



**Channel Enablement:** Deliver consistent experiences across partners, retailers, and indirect channels. CGS Nexus manages partner onboarding, sales support, and performance governance so every channel reinforces your brand promise and minimizes customer “ping-pong” between teams.



**Professional Services:** Support telecom digital transformation with outsourced onboarding, configuration, and training for new platforms, offers, and tools. Specialized talent helps you deploy changes securely and efficiently while minimizing disruption for customers and internal teams.



**Financial Services:** Streamline billing, collections, refunds, and payment support with secure, compliant outsourcing. Automation plus expert oversight reduces errors, accelerates cash flow, and supports telecom-specific billing and regulatory requirements.

# Orchestrated service journeys across billing, devices & network events

Telecom organizations operate complex infrastructures and multi-tier vendor networks, where even small issues can drive large spikes in demand and churn. CGS Nexus designs experience models that mirror your OSS/BSS stack, field operations, and device lineup so customers stay informed and supported at every step.

- 01** OSS/BSS integration for unified visibility
- 02** Proactive outage notifications and service updates
- 03** Billing transparency flows for adjustments and credits
- 04** Device lifecycle orchestration across activation and upgrade steps
- 05** Multilingual, multi-segment support models
- 06** Predictive triggers that address issues before they escalate



## Outcomes:

Lower escalations, reduced inbound volume, improved trust.

# AI that powers telecom support

CGS Nexus builds provider-specific agentic support and troubleshooting flows tuned to your network environment, device catalog, and provisioning logic — with human specialists stepping in where emotional or technical complexity demands it. Outcomes include higher first call resolution (FCR), fewer truck rolls, and faster resolution cycles.



**AI Agents:** Virtual agents handle high-volume, low-complexity contacts—such as balance checks, simple plan changes, and outage inquiries—before they reach a human. They authenticate customers, gather context, and guide users through self-service, cutting inbound volume and average handle time.



**AI Copilots:** AI Copilots sit beside your agents in real time, surfacing next best actions, compliant scripts, and relevant offers. They summarize history, prefill forms, and recommend bundles and save strategies that improve FCR, revenue per contact, and retention.



**AI Data & Analytics:** AI-driven analytics connect data from CRM, billing, network, care, and digital channels to spot repeat-contact drivers, outage hot spots, and churn-risk segments. Predictive insights help optimize staffing, refine IVR and bot journeys, and guide investments in products and network capacity.

# Coordinating field, OEMs, and network partners

Telecom CX depends on coordination across field operations, device OEMs, billing platforms, and network engineering. CGS Nexus designs Partner Experience (PX) orchestration models so every team—internal and external—knows who does what, when, and how issues are handed off. Capabilities include:

- 01** Orchestration across field dispatch, network ops, device replacement
- 02** Partner SLA governance tied to customer-level outcomes
- 03** CRM-based visibility into vendor actions and engineering updates
- 04** Predictive detection of region-specific or device-specific issues
- 05** Eliminating partner ping-ponging during escalations
- 06** Ensuring continuity between customer support and field operations



## Outcomes:

Faster service restoration, fewer misroutes, more cohesive multi-team support.

# The future of telecom CX



Telecom is moving toward predictive, automated, and ecosystem-orchestrated operating models that solve issues before customers ever pick up the phone. CGS Nexus helps providers stay ahead by blending AI, analytics, and telecom-savvy teams to deliver transparent, connected journeys across every channel and partner touchpoint.



To see how CGS Nexus can transform your telecom service model, get in touch.

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

