

Supercharge your business with Next Telecom

Cutting-edge cloud-based
contact center solution and
customer experience
technology.



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Cloud-Based Contact Centre Solution:

Next Telecom provides a cloud-based contact centre platform that is scalable and feature-rich. It offers integration options with other systems and allows businesses to interact with their customers through various channels such as voice, web chat, email, and SMS.



Innovative Cloud Customer Experience Technology:

Next Telecom's customer experience technology is designed to help businesses improve their interactions with customers. It provides real-time analytics, reporting, and recording capabilities, empowering staff to meet changing customer demands.



Preferred Channel Communication:

Next Telecom allows businesses to respond to customers through their preferred communication channels. This includes calls, emails, web chat, and SMS, enabling businesses to create positive customer interactions.



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Data-Driven Decisions:

The platform offers data visualisation tools that help businesses make data-driven decisions. It provides insights into contact centre performance, including call volumes, reasons for customer queries, and customer satisfaction scores. Next Telecom also integrates with Business Intelligence tools like Power BI to produce valuable reports.



Security and Compliance:

We offer features such as quality assurance, call recording, and PCI payment tools to help businesses achieve contact centre compliance objectives.



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Sales, Customer Service, and Fundraising Tools:

We provides tools tailored to optimise sales performance, enhance customer service, and assist with tele-fundraising for charities. These tools include a sophisticated dialer, lead management features, and multi-channel communication options.



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Business Continuity and Collections:

Next Telecom offers options for building resilient contact centres with business continuity features. We also provide efficient contact strategies for collections, allowing businesses to reach more contacts and report outcomes effectively.



Ready to put your call centre into the cloud?



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Get incontact with
our team today to
start your journey.

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