

The **NMS** Newsletter

**HERE'S TO GEARING YOUR BUSINESS TO
PROVIDE AN EXCELLENT CUSTOMER
EXPERIENCE!**

2021 is nearing its end, are you geared to embark
on your new year's business endeavor?
Allow us to help you!



New Media Services

October 2021

INDEED, CUSTOMER EXPERIENCE IS EVERYTHING.

Surely, you have had your share of customer horror stories, from clients 'ghosting' you, online shopping carts mysteriously left and abandoned for good, 1-star reviews, irate callers, and loyal customers switching to your competitors.

(Yikes!)

What does your business need to keep up with your customers' demands?
How do you prevent these horror stories from resurfacing and haunting your business in the years to come?

Well, NMS has a lineup of flexible outsourcing solutions in store for you to help achieve that winning customer experience!

Outsourcing is a broad field that covers multiple services. How about narrowing down the concept down to the most essential?

First in the list, **Chat Operator Services!**

Say goodbye to long queues and overflowing client messages. NMS' Chat Operator Service is your one-stop solution to handling multiple client chats and messages in real-time.

Key Features:

- ✓ Flexible Helpdesk Functionalities for Specialized Markets
- ✓ Profile & Persona Handling
- ✓ Social Platforms Messaging Functions
- ✓ Entertainment Chat Engagements

Additional Features Include:

- ✓ 24/7 service availability
- ✓ Scalable remote workforce
- ✓ Experienced chat support personnel
- ✓ Chat services with multilingual capabilities

Primary languages covered:

English
Spanish
French
Italian

Secondary languages covered:

German
Norwegian
Japanese
Portuguese

***Looking for a different language?
Let us know!*



While using a powerful chat-operated channel can do the trick, it is still vital to consider setting up a reliable line of communication channels that offer multilingual and expansive capabilities to heighten end-user convenience and highlight accessibility.

Why not augment your client help desk's scope and efficiency with our

Multilingual Customer Support Services?

Deliver flexible and more reliable assistance and boost your services' capacity when handling any of following:

- ✓ Call Support
- ✓ Live Chat Support
- ✓ Email Support
- ✓ Escalation Management
- ✓ Order Verification
- ✓ Refund Requests
- ✓ Ticketing

Languages covered:

English	Korean
Arabic	Malaysian
French	Portuguese
German	Spanish
Italian	Thai
Japanese	

***Don't see your language on the list? Contact our team!*

Finish your “excellent customer experience” starter pack with our content moderation services!

Set up an effective content monitoring system to regulate user-generated content, maintain brand integrity, and protect your treasured reputation against pesky online trolls.

Here's what our resident moderators cover:



Community Moderation

Protect community members and boost brand integrity by getting rid of inappropriate and unwanted UGCs and keeping trolls and scammers at bay.

Image & Video Moderation

Reduce your users' exposure to offensive, abusive, and illegal multimedia content. Our smart filters can recognize various file formats including JPG, PNG, BMP, & WEBP for images and MP4, WMV, AVI, & MOV for video content.

Profile Moderation

Provide a scam-free online networking platform by reviewing user profiles. Identify, flag, and ban pseudo personas with our AI-integrated profile monitoring system.

Text & Chat Moderation

Assess text-based content and chat on your online platforms and social media pages. Equip your on-page chat boxes with user safety & privacy features.



Web Content Moderation

Our NMS moderators are your number 1 allies in fixing and getting rid of all sorts of typographical errors and other substandard visual elements present within your web pages that may tarnish your online credibility.

The **New Media Services** team pledges to provide the best tailor-made business solutions that adhere to the standards of our clients' along with that of their target customers'. Backed by cutting-edge technologies and a dependable in-house workforce, we see to it that you get the most out of your investments and secure long-term stability!

DON'T GHOST US!

We've had our fair share of customer horror stories, and we know how much of a blow it can leave to your business. Our services are designed to suit your specific needs and adhere to customer demands. In other words, we can adjust and strategize based on your feedback and satisfaction level.

In the same manner, our business outsourcing solutions are meant to help limit 'ghosting' incidents with new customers, dissatisfied feedback, irate callers, and scary experiences that cause user trust to dwindle or dissipate in thin air.

We want you to acquire more customers to support your services and retain them long-term.

Hence, when you think you are ready to try outsourcing, feel free to contact us at your convenience!

WHY CHOOSE NMS?

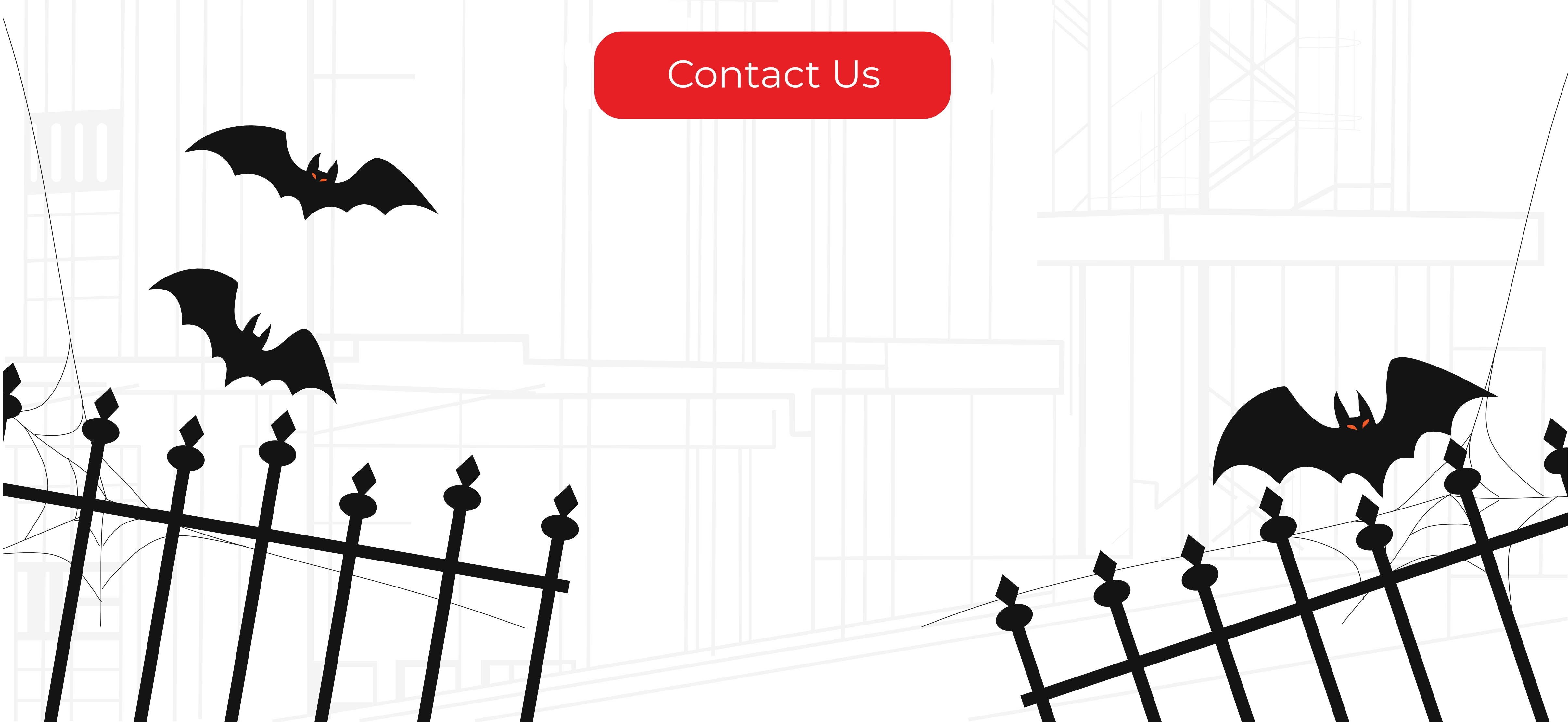


Driving Efficiencies and Growth for Your Business is Our #1 Priority.

New Media Services pledges to give flexible, tailor-made solutions to aid in the growth and success of numerous businesses. From customer support and virtual assistants to content creation and moderation to social media marketing, web design, and development, NMS's lineup of BPO solutions is designed to meet big and small resource and manpower demands.

**Have a campaign or project not covered by our list of services?
Contact us and we'll be more than happy to make an assessment!**

Contact Us



OUR CUSTOMIZABLE OUTSOURCING SOLUTIONS:



MULTILINGUAL CONTACT CENTER

We cover Call Support, Live Chat Support, Email Support, Escalation Management, and Order Verification. Meet customer expectations and enable 24/7 availability for your customers.



CHAT OPERATOR SERVICES

Save more on operational costs. Deliver excellent user experience on your messaging and social platforms at all times. Convert site visitors and new users into patrons with skilled chat agents.



MODERATION SERVICES

Uphold brand integrity and user safety with our range of efficient and professional content moderation solutions. Choose from any of the following: Social Media and Community Moderation Image Moderation, Video Moderation, Profile Moderation, Text/Chat Moderation, and Web Content Moderation.

WE LOOK FORWARD TO BECOMING A PART OF YOUR BUSINESS' SUCCESS!

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