



**Meet a New England Communications Partner:**



Looking for a quality call recording and/or quality monitoring software to improve communications with your customers or clients? Co-nexus has developed the market leading tool to do just that. Their CXM software (Customer Experience Management), allows you to automatically capture vital agent-customer interactions. CXM provides live monitoring tools, components for performance evaluation, training and coaching capabilities, customer satisfaction surveys, and the ability to capture call and PC related activity.



[Recording and Quality Monitoring](#)

[Agent Performance Evaluation](#)

[Customer Satisfaction Surveys](#)

[Agent Coaching and Training](#)

[PCI Compliance](#)

[Screen Capture](#)

[Agent Portal](#)

**Read More About Co-Nexus**



**NEC & Co-Nexus**

The CXM software from Co-Nexus is extremely flexible and will evolve with you and your business. CXM can easily be reconfigured from your old to new telephony system. It is multi-site, multi-PBX capable; enabling you to record multiple PBX's centrally from one location.

Whether your contact center has 5 agents or 1500 agents, CXM has the functionality you need. The easy, yet robust application has been beneficial for many NEC customers. Managers are better able to record, live monitor, coach, grade, and report activity. Due to its cost effectiveness, more and more contact center managers are adding this web-based application to their wish list for 2012.

The ease of administration and functionality makes this solution a "must have" for all contact centers!

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[\*\*www.necomm.com\*\*](http://www.necomm.com)



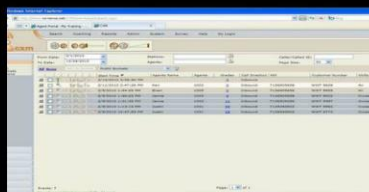
**Click Here to View the Latest CXM Whitepaper**



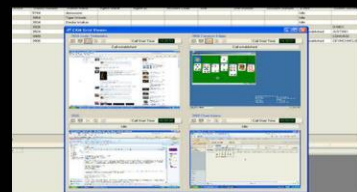
**CXM SCREEN CAPTURE**



**INTEGRATED GRADING FORMS**



**INTUITIVE INTERFACE**



**LIVE MONITOR**