NexRep

The easy calls are gone.

What AI leaves behind, and the workforce model it now requires

CX leaders are being asked to do the impossible.

Each one is achievable.
Together close to Unattainable.

AI took the easy calls. Here's what's left.

Frustrated.

Complex.

Gone.

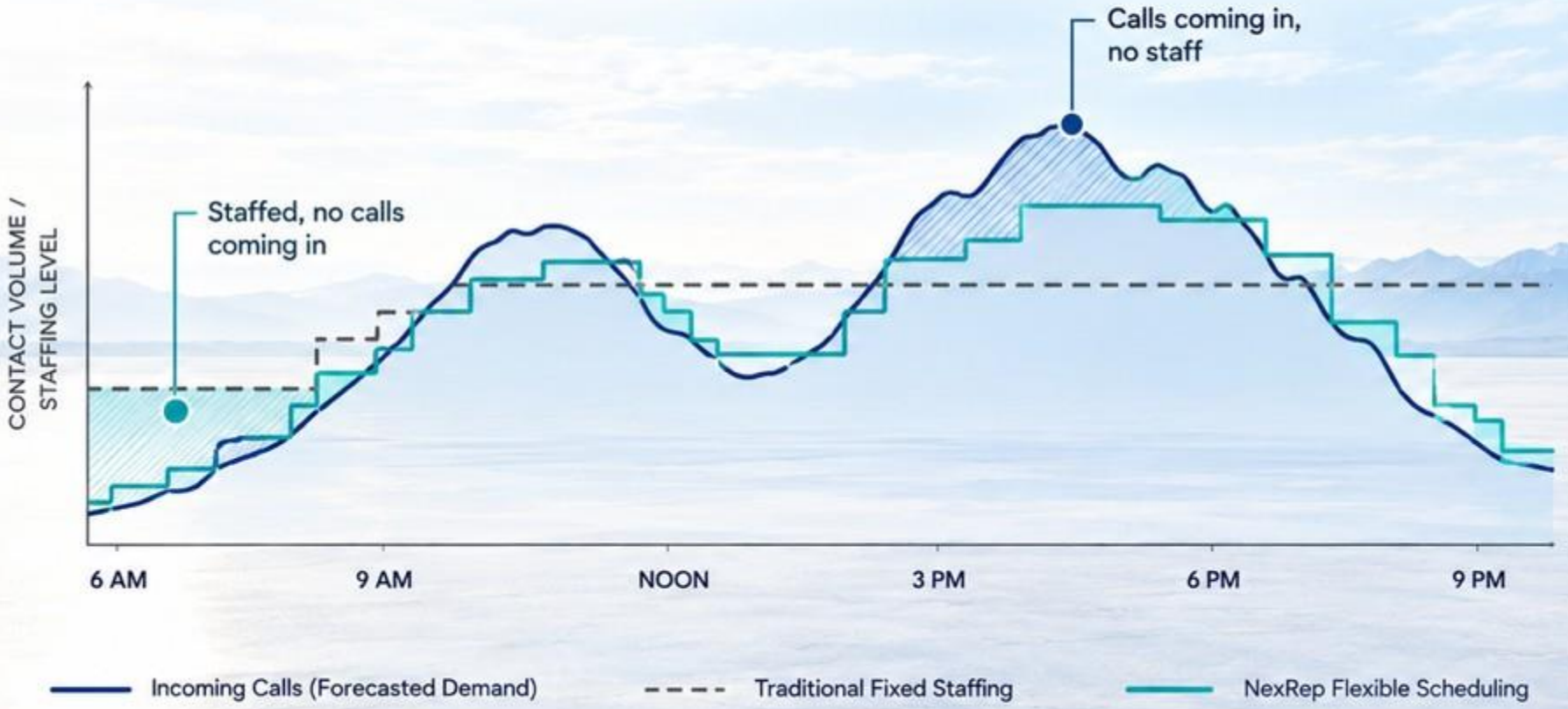
And the agent is expected to get it right, the first time.

The Rise of the Tier 1.5 Agent

The work moved up. A new level of agent is rising to meet it.

Tier 2 capability. A cost that scales. Selected, not trained.

AI is making call volume less predictable and more volatile.



UP TO

20%

LABOR EFFICIENCY

Better alignment of paid capacity to forecasted demand drives up to ~20% improvement in labor efficiency.

What if...

...every agent had their own coach?

...you heard every call, not 2% of them?

...everyone in your company had real-time intelligence on what customers are saying?

...and it fit in your budget?

The contact center is the only place your customers still talk to you.

Now you can.

Every agent coached.

Every call heard.

Every team informed.

AI finds the moment. People change the outcome.

Not impossible.
Just different.

One Operating model, delivered across three regions

Three changes, and how nexrep runs each

	THE MODEL	HOW NEXREP RUNS IT
1	**Flexible Staffing**	Flexible scheduling: staff to the demand curve, not 8-hour blocks
2	**Tier 1.5 agents**	Recruiting reach, competency assessment, and talent matching
3	**QA, Coaching and intelligence on every call**	AI QA and coaching on 100% of calls, $10 per agent per month

Delivery regions

United States

Flexible scheduling | Complex problem solving

South Africa

Native English | Sub-3% attrition

Philippines

Flexible scheduling | Cost-effective

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