



**Inbound Center Solutions
and
The Customer Experience**



Newbridge Technology Solutions

The Newbridge Inbound Center Solution

Contact Solutions from Newbridge allows your Service Center organization to leverage Fortune 100 Technology, Management, and Staff. In today's global marketplace, businesses are looking for ways to economically increase productivity, improve efficiency and out perform their competition.

Newbridge offers our clients a comprehensive Cloud Service Center Solution:

- **Inbound Platform with true ACD routing**
- **Outbound Platform with Four dialing modes**
- **Integration with Workforce Management Scheduling Platform**
- **Blended Call/Chat Platform with true ACD routing**
- **IVR Enterprise Platform**
- **CRM Integration**
- **Payroll Integration Solutions**

The Newbridge Premium Platform enables Agent Skill Based Routing and Blended Chat/Call Agent Skill Based Routing increasing agent efficiency and increased customer satisfaction rates.

Configure the system to automatically requeue in certain situations, such as when a call or chat queue is too long, or when a particular call queue is closed.

Over 60% of customers believe that the most important factor of customer service and their experience is having their issue resolved quickly, or at least by the first person they speak with

Route each call or chat request to the most qualified available agent. Identify the skills agents must have in order to log on to a specific call or chat queue. Select the option for order based routing if you also want to prioritize the skills. With order based routing, the system dequeues each call or chat request to the available agent with the highest ranking skills.

Over three quarters of customers currently prefer phone calls and human interaction to self-service, but this could change within the next five years

Immediate follow-up communication post call or chat is required by a high quality and effective service center team. The Newbridge Platform provides the messaging tools to enable organizations to automatically send confirmation emails and disposition call types to ensure that the customers' transaction is properly and correctly handled.

The Newbridge Advantage

Newbridge offers our clients a comprehensive Cloud Service Center Solution with Inbound, Outbound, Blended, IVR, CRM and Payroll integration solutions. Newbridge melds managed customer experience solutions with the benefits of our state-of-the-art, customized technology.

IVR Platform

- ✓ Account Managers
- ✓ Experienced IT Team
- ✓ True ACD Integration
- ✓ Integrated Chat Platform
- ✓ Encrypted Audio
- ✓ Interactive Voice (IVR)
- ✓ Encrypted Data
- ✓ Integrated Dialer
- ✓ Interactive SMS
- ✓ Hosted and Managed
- ✓ CRM Integration
- ✓ Call Progress Detection
- ✓ PCI/HIPAA Compliance
- ✓ Realtime Call Monitoring

Inbound Center

- ✓ Skill Based ACD Routing
- ✓ Omni Channel
- ✓ Skill Based Chat
- ✓ PCI/HIPAA Compliant
- ✓ Speech Recognition
- ✓ Encrypted Audio
- ✓ Integrated IVR
- ✓ Extensive API Library
- ✓ Geo-Spatial Routing
- ✓ Exception Handling
- ✓ DTMF/Touchtone Queue
- ✓ Flexible Messaging
- ✓ Application Scripting
- ✓ Auto Schedule campaigns

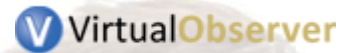
Outbound Centers

- ✓ Voice Analytics
- ✓ Metrics/KPI Analysis
- ✓ Drag-In-Drop IVR
- ✓ Omni Channel Platform
- ✓ Encrypted Audio
- ✓ Extensive API Library
- ✓ Encrypted Data
- ✓ Custom Dashboards
- ✓ DR / COOP Enabled
- ✓ DNC/Opt-In Compliant
- ✓ CRM Integration
- ✓ Call Progress Detection
- ✓ Account Managers
- ✓ Real Time Reverse Match

Office Phones

- ✓ Audio Secure/Encryption
- ✓ Metrics/KPI Analysis
- ✓ Virtual User Features
- ✓ Integrated "Full Circle"
- ✓ Full Integration
- ✓ Extensive API Library
- ✓ Security Encrypted Data
- ✓ Custom Dashboards
- ✓ Integrated ACD/IVR
- ✓ COOP/ DR Enabled
- ✓ CRM Integration
- ✓ PCI/HIPAA Compliant
- ✓ Account Managers
- ✓ Plug-n-Play Implementation

A Few of Our Partners



About Newbridge

Newbridge partners with its customers to identify and design the appropriate workforce solution for their organization. We are focused on the individual needs of our clients and work closely with them to understand their business. In today's global marketplace, businesses must increase productivity, improve efficiency, and outperform the competition. Newbridge enables its clients to focus on their core competencies while improving operational effectiveness and customer satisfaction. We designed a flexible model that eliminates the traditional equipment based model. With Newbridge's virtual technology call centers now have the opportunity to eliminate high overhead costs, equipment expenses and offer flexibility to change as their business' needs fluctuate.

Newbridge offers a variety of workforce deployment platforms, home-based, site-based or a combination. We distinguish ourselves in the call center market by offering a collaborative training and development program. We qualify and certify our "Green" home-based agents. Newbridge provides IT set-up and ongoing support for our eco friendly workforce. Our solutions are adaptable for a range of workforce applications, big or small. Newbridge focuses on its clients' particular needs and works closely to develop solutions for their specific applications. Our clients represent a variety of industries including universities, government, service, travel, telecommunications and healthcare.

The beauty of the Newbridge team is our ability to craft a solution that aligns with each company's vision and goals. Our platform allows Newbridge to quickly and easily deploy a high-performing client service team with minimal investment, rapid deployment, and the highest quality service.

How effective does your organization need to be and what client satisfaction rate is expected? Let Newbridge support your client service requirements and take your client service to the next level!



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