

**Office Phone Solutions  
and  
Unified Communications**



**Newbridge Technology Solutions**

# The Newbridge Office Phone Solution

Newbridge offers clients a fully hosted and managed Office Phone Systems. Our platform enables the seamless deployment of workforce initiatives. By utilizing Newbridge Office Phone Systems, companies can focus on their core business while optimizing customer service with minimal investment. Newbridge provides clients with a cost effective way to support administrative service workforce. Office environment phone systems are traditionally expensive platforms with high start up and maintenance costs.

**Cloud-based office phone systems are rapidly being adopted by many businesses who seek to avoid the excess costs and complexities of an on premise phone service solution**

Conversely, companies relying on hosted and managed systems enjoy the most updated service functions, call recording, call reporting, local and national functionality. Newbridge melds the best qualities of a traditional call center and the benefits of virtual workforce solutions.

**Over 75% of user organizations experience improved productivity of employees across geographically-dispersed locations due to voice and video conferencing**

Business phone systems must provide a high quality, feature rich and cost efficient service. We provide a pre-configured system with the pre-configured phones shipped directly to your site(s) ready to plug into your ethernet connection. You can manage the phone system from your desktop through a user-friendly admin portal. If you ever need assistance, you have access to online learning resources and extensive training, and our experienced customer and tech support teams are here when you need them.

- Toll Free / Local / International Numbers
- Call Park/Call Pickup
- Virtual User Feature Pack
- Receptionist Dashboard
- Recording User
- Barge In
- Series Completion
- Instant Conference

- Virtual Number
- Call Recording
- Fax Line
- Auto Attendant Unlimited
- Audio Conferencing
- Virtual Fax (Fax-to-Email/Email-to-Fax)
- Anywhere Feature Control
- Hunt Group

# ***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

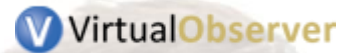
## ***Outbound Centers***

- ✓ 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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