



**Outbound Center Solutions  
and  
Emerging Trends**



**Newbridge Technology Solutions**

# The Newbridge Outbound 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.

**There are 4,100 debt collection agencies in the United States, employing nearly 450,000 people, and the industry expects to grow by as much as 26 percent over the next three years.**

Increase your outbound agent efficiency by up to 20 times over manual dialing with our virtual call center software. Our virtual dialers filter out the busy signals, no-answers, answering machines, and fax machines, allowing your call center agents to maximize their productivity. With a full suite of rich CDR reporting tools, granular dialing campaign controls, and real time statistical data, you have complete control over managing your outbound call center.

**Many financial-services firms will have to do much more than just reexamine their go-to-market strategies; they must also objectively reassess their IT operating model, and be prepared to discard the approaches they have used for decades.**

Driving successful telemarketing and tele-sales activities demands the integration of market-leading hosted dialer technology. Our cloud-based outbound solutions allow you to guide your leads through our dynamic loader. Once your agents log on, they can immediately begin connecting with customers by answering their calls. Our outbound dialer ensures you get all the benefits of an on-premises dialer eliminating the delays, headaches, and costs.

- ***Predictive Dialing:*** This technique is more sophisticated because the phone dialer automatically calls several numbers and only passes a call to your agent when a person has been contacted. This eliminates busy signals, answering machines, etc.
- ***Preview Dialer:*** Phone agents view call information prior to the call being placed. The agent can decide not to initiate the call.
- ***Click-To-Talk Dialing:*** The Click-To-Call feature is enabled by the CRM system utilizing an API call from the CRM to the Newbridge Platform dialing the call for the sales agent.
- ***TCPA Compliant Platform:*** Our TCPA Compliance Platform utilizes our TCPA Safe Mode, which operates without the capacity for predictive/preview dialing.

# ***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

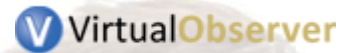
## ***Outbound Centers***

- ✓ 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!



**Newbridge Technology Solutions**  
newbridgetechnologiesolutions.com  
(800) 371-4887

