



**IVR Solutions
and
The Customer Experience**



Newbridge Technology Solutions

The Newbridge IVR Platform

Organizations can drive greater satisfaction and reduce costs with a powerful Interactive Voice Response (IVR) platform. Common questions and standard processes can easily be handled by a robust IVR solution either customized for your needs or standardized for basic calling requirements.

62% of companies view customer experience delivered by their contact centers as a competitive differentiator.

The Newbridge best practices approach to IVR development provides for guiding callers according to predetermined options and call tones. For more complex IVR requirements, we offer full service IVR programming, allowing for the development of a complex IVR interface ensuring it matches your customer service goals.

68% of customers leave a brand because of bad customer service

The Newbridge IVR Platform is a full featured, drag and drop IVR builder. It's simple enough for anyone to use, with powerful coding features available to development experts to create even the most complex interactive IVR's. The Newbridge Team has decades of hands-on IVR creation, development, and management experience and has helped guide organizations in the Banking, BPO, Service, Collections and Help Desk industries. The Newbridge IVR Platform provides the best telephony solution to your customers with an easy Drag-and-Drop interface.

47% of customers would take their business to a competitor within one day of experiencing poor customer service, and 79% would do the same within a week

No matter what kind of business you're in, improving the experience for your customers is the key to increasing retention, satisfaction and sales. Our team has over 20 years of experience in IVR development and we work with each client to ensure their IVR design is:

- Utilizing Best-In-Class routing methods
- COOP and DR Platform connective to ensure uptime
- Secure and has Encryption of data
- Able to utilize hundreds of API connections
- Handles multiple call center application interfaces
- Able to route call traffic to multiple sites utilizing diverse equipment
- Detailed and extensive traffic reporting

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

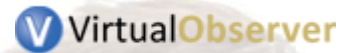
Outbound Centers

- ✓ 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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