Newbridge
Solutions that exceed expectations

IVR SOLUTIONS
AND THE CUSTOMER EXPERIENCE

Customer Science (CSci™) Solutions

INTRODUCTION

Know what your customers want most and what your company does best. Focus on where those two meet.[1]

– Kevin Stirtz

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.

Newbridge offers our clients Customer Science (CSci™) solutions, UCaaS, CCaaS, and CPaaS, including Omnichannel, Interactive Voice Response (IVR), Social Media, Workforce Management (WFM), APIs, and Office Phone Products. We support your total Customer Experience (CX) solution. Newbridge melds managed customer experience solutions with the benefits of our state-of-the-art, customized technology.

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 includ- ing universities, government, service, travel, teleco- mmunications 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.

[1]Kevin Stirtz, Strategy Manager (Practical Law) Thomson Reuters; Author, Speaker

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.

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.

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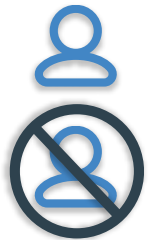
No matter what kind of business you're in, improving the experience for your customers is the key to increasing retention, satisfaction, and sales. Our team has over 20 years of experience in IVR development, and we work with each client to ensure their IVR design is:

- 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

62% *of companies view customer experience delivered by their contact centers as a competitive differentiator.[2]*

68% *of customers leave a brand because of bad customer service.[3]*

47% *of customers would take their business to a competitor within one day of experiencing poor customer service.[4]*

[2]Deloitte Global Contact Center Survey | [3]Forbes, Losing Customer Confidence | [4]24/7.ai, Customer Service Index

SUMMARY

Newbridge offers our clients Customer Science (CSci™) solutions, UCaaS, CCaaS and CPaaS, including Omnichannel, Interactive Voice Response (IVR), Social Media, Workforce Management (WFM), APIs, and Office Phone Products. We support your total Customer Experience (CX) solution. Newbridge melds managed customer experience solutions with the benefits of our state-of-the-art, customized technology.

IVR PLATFORM
- PCI / HIPAA Compliant
- Speech Recognition
- Assigned Program Managers
- Security Encryption Audio
- 30 Plus Years of Experience
- Predictive, Preview, Power
- Predictive ACD Routing
- Extensive API Library
- Integrated Chat Platform
- Geo-Spatial Routing
- Call Recording / Encrypted
- Exception Handling
- Interactive Voice Response
- DTMF / Touchtone Queue
- Security Encrypted Data
- Flexible Messaging
- Integrated Dialers
- Application Scripting
- Interactive Voice Response
- Hosted and Managed

OUTBOUND CENTER
- CRM Integration
- Call Progress Detection
- Integrated Voice Analytics
- Full DNC Compliance
- Metrics / KPI Analysis
- Drag-In-Drop IVR module

INBOUND CENTER
- Omnichannel Platform
- IVR Call Recording / Encrypted
- Skill Based ACD Call Routing
- Extensive API Connectivity
- Integrated ACD and Chat
- Security Encrypted Data
- Skill Based Routing
- Real-time Custom Dashboards
- DR and COOP enabled
- Hosted and Managed

- CRM Integration
- Call Progress Detection
- Domestic Program Managers

SMS PLATFORM
- Integrated SMS Analytics
- Metrics / KPI Analysis
- Custom Short Code SMS
- Integrated "Full Circle"
- Full SMS Integration
- Extensive API Connectivity
- Security Encrypted Data
- Real-time Custom Dashboards
- Contact Clients in Seconds
- Hosted and Managed
- CRM Integration
- DNC / Opt-In compliant
- Domestic Program Managers