

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 various workforce applications, big or small. Newbridge focuses on its client's 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.

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



THE NEWBRIDGE WORKFORCE SOLUTION

People are the cornerstone of any organization. For an organization to be successful, they need to have the right people with the right skills, experience, and attitude committed to the company's values and mission. We believe that training the right people with the proper curriculum is the key to unlocking their full potential and commitment. Newbridge, in collaboration with our partners in both private and public academia, works to elevate industry professionals.

WORKFORCE SOLUTIONS

*The Newbridge
Difference, Value, &
Commitment*

We work with Cities, Community Colleges, and non-profit organizations for certified training of agents. We provide pre-trained, pre-vetted agents who are ready for placement in certified contact center organizations and have self-selected into the industry, focusing on longevity within an organization that provides a clear career path and ongoing development for them. We are committed to assisting disadvantaged youth in the community, changing their lives for the better and affecting change within the contact center industry.



WORKFORCE TRAINING

Contact Center Curriculum | Designed for Success

Newbridge has been a leader in the industry for 20+ years and provides curriculum to both private and public academia to elevate industry professionals. Working with contact centers across the nation, we place pre-trained and pre-vetted agents that are equipped with best-in-class skills within their organizations. These trained agents are ready to integrate quickly and have a clear career path within a NACSMA-certified contact center organization.

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

- Assigned Program Managers
- 30 Plus Years of Experience
- Predictive ACD Routing
- Integrated Chat Platform
- Call Recording / Encrypted
- Interactive Voice Response (IVR)
- Security Encrypted Data
- Integrated Dialers
- Hosted and Managed
- CRM Integration
- Call Progress Detection
- Full DNC10 Compliance

INBOUND CENTER

- Skill Based ACD Call Routing
- Integrated ACD and Chat
- Skill Based Routing
- PCI / HIPAA Compliant

- Speech Recognition
- Security Encryption Audio
- Predictive, Preview, Power
- Extensive API Library
- Geo-Spatial Routing
- Exception Handling
- DTMF / Touchtone Queue
- Flexible Messaging
- Application Scripting

OUTBOUND CENTER

- Integrated Voice Analytics
- Metrics / KPI Analysis
- Drag-In-Drop IVR module
- Omni Channel Platform
- IVR Call Recording / Encrypted
- Extensive API Connectivity
- Security Encrypted Data
- 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



LEARN MORE

