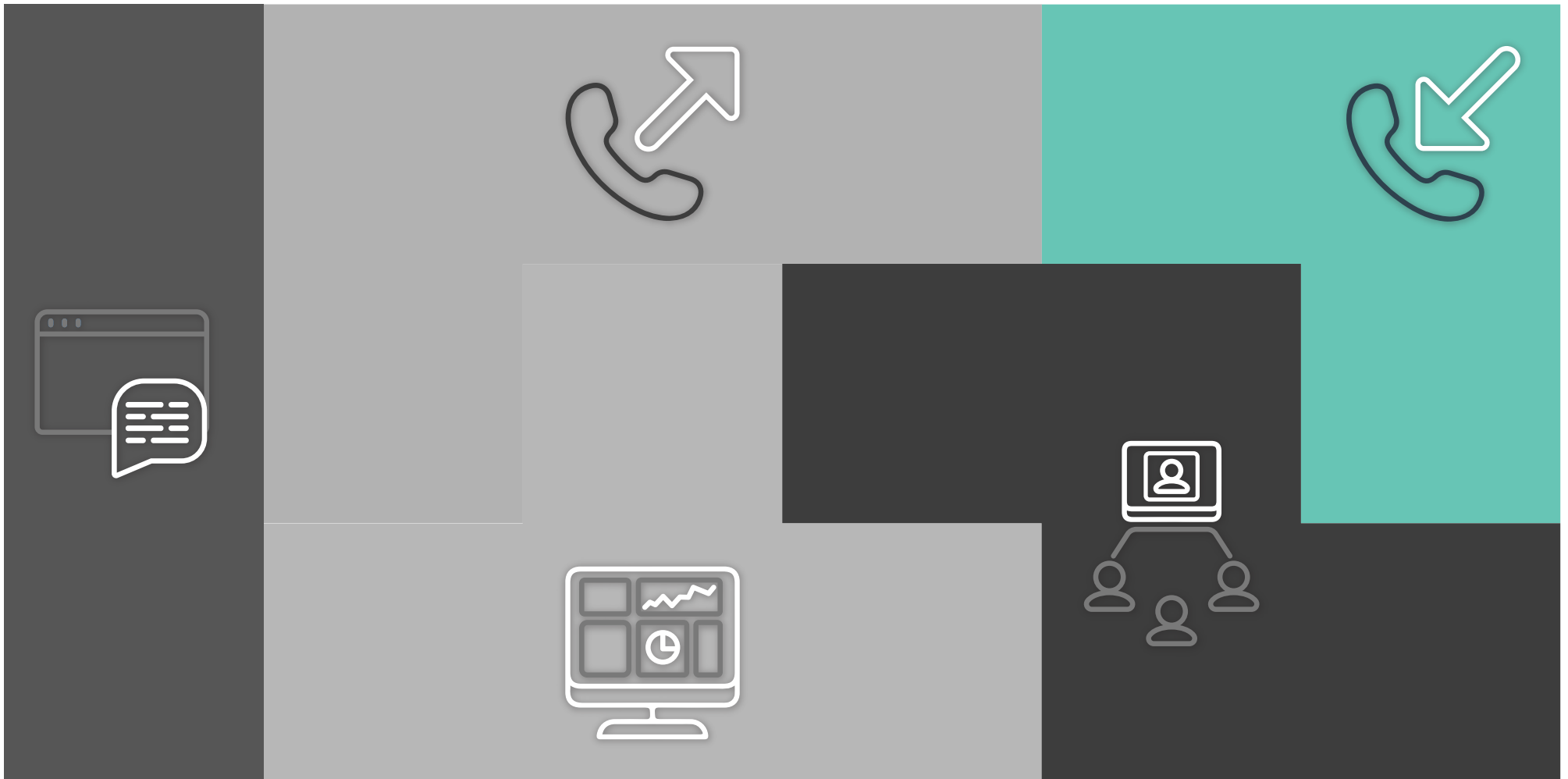


# Customer Science (CSci™) Solutions



# 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 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



Nearly **80%** of contact centers say their current customer service systems won't meet their future needs.[2]

## THE NEWBRIDGE **INBOUND** 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 seek ways to increase productivity, improve efficiency, and outperform their competition economically. Newbridge offers our clients a comprehensive Cloud Service Center Solution:

- Inbound Platform with true ACD routing
- Outbound Platform with Four dialing modes
- IVR Enterprise Platform
- CRM Integration
- Payroll Integration Solutions
- Integration with Workforce Management Scheduling Platform
- Blended Call/Chat Platform with true ACD routing



Over three-quarters of customers currently prefer phone calls and human interaction to self-service, but this could change within the next five years.[4]



The Newbridge Premium Platform enables Agent Skill Based Routing and Blended Chat/Call Agent Skill Based Routing, increasing agent efficiency and customer satisfaction rates. Configure the system to automatically re-queue in certain situations, such as when a call or chat queue is too long or a particular call queue is closed.

Route each call or chat request to the most qualified available agent. Identify the skills agents must have in order to log on to a specific call or chat queue. Select the option for order-based routing if you also want to prioritize the skills. With order-based routing, the system dequeues each call or chat request to the available agent with the highest ranking skills.



Immediate follow-up communication post-call or chat is required by a high-quality and effective service center team. The Newbridge Platform provides the messaging tools to enable organizations to automatically send confirmation emails and disposition call types to ensure that the customers' transaction is properly and correctly handled.

# 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

- Omni Channel 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 Dashboard

- 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

