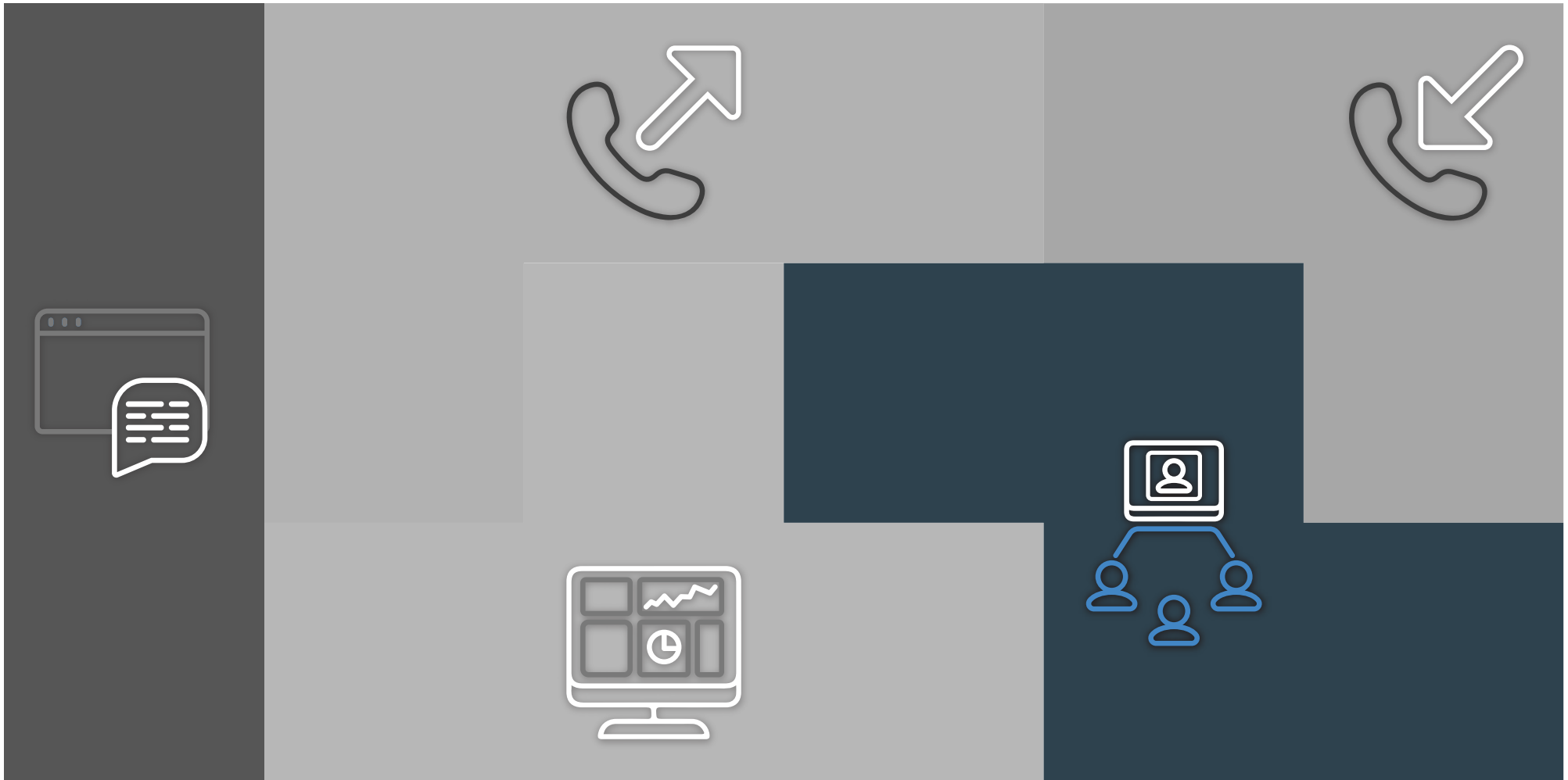


## Customer Science (CSci™) Solutions



# 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 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.

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

# THE NEWBRIDGE OFFICE PHONE SOLUTION

**Newbridge offers clients fully hosted and managed Office Phone Systems. Our platform enables the seamless deployment of workforce initiatives. By utilizing Newbridge Office Phone Systems, companies can focus on their core business while optimizing customer service with minimal investment.**

Newbridge provides clients with a cost-effective way to support the administrative service workforce. Office environment phone systems are traditionally expensive platforms with high start-up and maintenance costs.



Conversely, companies relying on hosted and managed systems enjoy the most updated service functions, call recording, call reporting, local and national functionality. Newbridge melds the best qualities of a traditional call center and the benefits of virtual workforce solutions.

Business phone systems must provide a high quality, feature rich and cost efficient service. We provide a pre-configured system with the pre-configured phones shipped directly to your site(s) ready to plug into your ethernet connection.

*Cloud-based office phone systems are rapidly being adopted by many businesses that seek to avoid the excess costs and complexities of an on-premise phone service solution.[3]*

Over **75%** of user organizations experience improved productivity of employees across geographically-dispersed locations due to voice and video conferencing.[2]



You can manage the phone system from your desktop through a user-friendly admin portal. If you ever need assistance, you have access to online learning resources and extensive training, and our experienced customer and tech support teams are here when you need them.

- Series Completion
- Instant Conference
- Fax Line
- Barge In
- Virtual Number
- Call Recording
- Recording User
- Toll-Free / Local / International Numbers
- Call Park/Call Pickup
- Virtual User Feature Pack
- Receptionist Dashboard
- Auto Attendant Unlimited
- Audio Conferencing
- Virtual Fax (Fax-to-Email/Email-to-Fax)
- Anywhere Feature Control
- Hunt Group

# 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 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

