

The logo features three overlapping, curved, dark blue and white shapes that resemble a stylized 'C' or a series of waves. The word "Newbridge" is written in a bold, black, sans-serif font across the center of these shapes.

Newbridge

Contact Center Technology That Exceeds Expectations



CONTACT US

Operations@theNTS.com
All responses will be returned within normal
business hours: M-F 8am-5pm ET
Call toll-free: (877) 796-0407

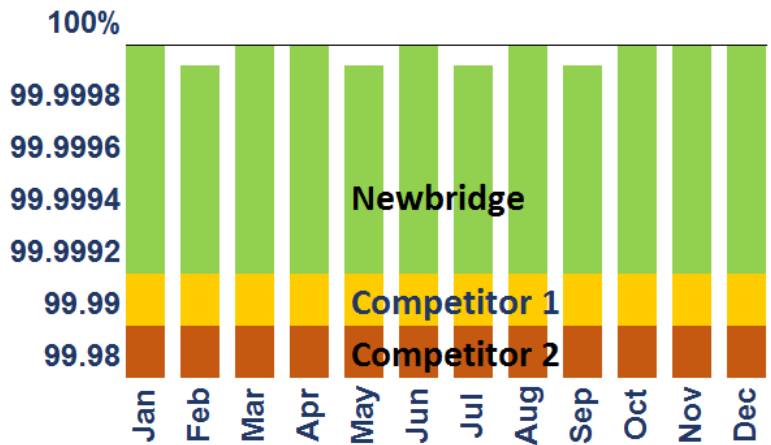


RELIABLE SERVICE

Newbridge Pillars Of Success

- ✓ Reliability
- ✓ Scalability
- ✓ Service
- ✓ Experience

These strengths enable Newbridge to provide enterprise level service and support to our clients that is unparalleled in the Telecom industry.



RELIABILITY

Redundancy is built into the network with NO legacy hardware. We manage our hosted network environment with a focus on connectivity from the carriers all the way through to the client site, the way it should be done, correctly.

EXPERIENCE

Our team of professionals have more than 20 years of experience in managing call centers around the world.

SERVICE

In today's global marketplace, businesses must increase productivity, improve efficiency, and outperform the competition.

SCALABILITY

In our state-of-the-art network, client traffic never “overloads” any piece of hardware since it is not tied to the number of sessions or ports. So our clients do not experience overload restrictions since we are multi tenanted and multi carrier enabled.



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CONTACT CENTER

Inbound Service Center

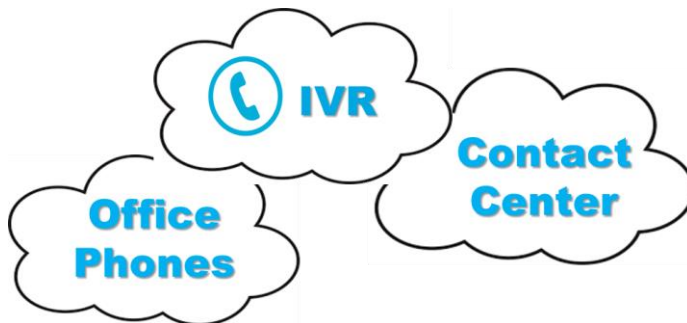
[Service Center Sales Support](#)
[Skills Based Call Routing](#)
[Skills Based Chat Routing](#)
[Skills Based SMS Routing](#)
[Skills Based Email Routing](#)
[Flexible Messaging](#)
[Call Recording](#)
[DNIS Based Call Queues](#)
[Secure Audio Encryption](#)
[Direct Agent Dialing](#)
[DCRTMF/Touch Tone Queue](#)
[CRM Integration](#)
[Custom Scripting](#)
[Extensive API Library](#)

Outbound Service Center

[Outbound Service Center](#)
[Predictive Dialer](#)
[Preview Dialer](#)
[Click To Dial](#)
[TCPA/DNC Compliant](#)
[CRM Integration](#)
[Custom Scripting](#)
[Extensive API Library](#)

Contact Center Solutions from Newbridge allows your service center organization to leverage Fortune 100 technology, management and processes. In today's global marketplace, businesses are looking for ways to economically increase productivity, improve efficiency and outperform their competition.

Increase your agent efficiency on both inbound and outbound voice, chat, SMS and email.



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



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IVR PLATFORM

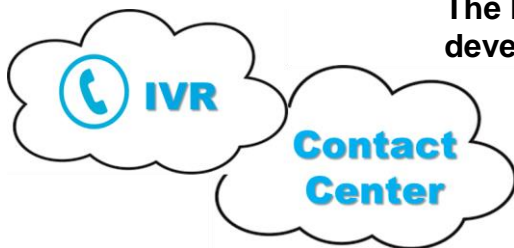
IVR Services

- [IVR Platform](#)
- [Call Recording](#)
- [Speech Recognition](#)
- [Third Party Integration](#)
- [Voice To Text Conversation](#)
- [Voice Analytics](#)

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

- ✓ Drag and Drop creation – Ease of Use
- ✓ Speech Enabled
- ✓ Scripting injection – allows programmers to achieve complex methods
- ✓ Automated API consumption – connect the IVR to external data sources easily
- ✓ Post call emails showing full path of a call, for error location
- ✓ Robust integrations with 3rd party systems
- ✓ Create complex business logic with custom JavaScript



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OFFICE PHONE

Office Phone Services

- [Admin / User Portal](#)
- [DR/COOP Configure](#)
- [IP Phones](#)
- [Soft Phones](#)
- [Web RTC Phones](#)
- [UCP Keypad Phones](#)

Newbridge offers our clients a fully hosted and managed Office Phone System.

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.



Feature List:	Package Levels	
	Standard	Executive
Phone Service (service on one DID)	X	X
Find Me - Follow Me	X	X
Call Forwarding	X	X
Call Waiting	X	X
Do Not Disturb	X	X
Voicemail to Email	X	X
Group Phone Book	X	X
Company Phone Book	X	X
Presence States	X	X
Call History Reports	X	X
Extension Dialing	X	X
Ring Groups	X	X
Music On Hold	X	X
Call Parking	X	X
Auto Attendant		X
Dial By Name Directory		X
Intercom/Paging		X
Internal Chat		X
SMS Messaging		X
Conference Bridge		X
Conference Bridge Recording		X

Newbridge provides clients with a cost effective way to support administrative service workforce. Office environment phone systems are traditionally expensive platforms with high start up and maintenance costs. You can manage the phone system from your desktop through a user-friendly admin portal. Our system provides best-in-class conference phones with HD voice and superior features to optimize your communications experience



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