



Newbridge Telecom Solutions

Newbridge Telecom Solutions allows you to leverage Fortune 100 Technology, Management, and Staff. Our Hosted Solution provides a full Contact Center Platform, Work Force Management, Performance, and Quality Management Support enabling an efficient and productive organization.

We allow you to focus on your core competency...developing your business!

Summary Of Contact Solutions:

Hosted and Managed Call Center Platform:

- ✓ *No equipment or software*
- ✓ *Enterprise level call center platform*
- ✓ *Complete inbound, outbound, and blend agent queues*
- ✓ *Call recording, live call monitoring, and live call whisper*
- ✓ *Customizable CRM (client data base, client history, etc...)*
- ✓ *Speech recognition and Touch Tone IVR*

Administrative Office Phone System:

- ✓ *No PBX or software required*
- ✓ *Direct dialing; Group routing; Extension dialing*
- ✓ *Voicemail-To-Email; Call Notify*
- ✓ *Call traffic reporting*
- ✓ *Local and National inbound numbers*

Call Automation Services:

- ✓ *No equipment or software*
- ✓ *Local and Toll Free number traffic reporting*
- ✓ *Automated client follow-ups and routing to your service agents*
- ✓ *Customized outbound messaging: Text, Email, and Postcard*
- ✓ *Analytics reporting*

Newbridge focuses on the client and their requirements.

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Example: 100 Seat Contact Center

Newbridge Hosted Platform		Cost \$
Inbound & Outbound Platform:		\$110
	ACD Routing	Included
	Predictive Dialer	Included
	Agent Screen Pop /CTI	Included
Comprehensive Reporting:		
	Agent Reports	Included
	Queue & Campaign Reports	Included
Agent Monitoring:		
	Live Agent Monitoring	Included
	Real Time Agent Statics	Included
Agent Support Features:		
	Recorded Calls File	Included
	Scripting Tools	Included
Annual Total:		\$110,000

Site Based Equipment

Site Based Equipment		Cost \$
One Site PBX (100 Agent Max):		\$750,000
	Module: ACD Routing	\$72,000
	Module: Predictive Dialer	\$150,000
	Module: CTI / Screen POP	\$45,000
	Module: Reporting Tools	\$18,000
	Module: Live Agent Monitoring	\$12,000
	Module: Call Recording	\$36,000
	Module: Scripting Tool	\$8,000
	Equipment: Handsets	\$25,000
Annual Service Contracts		\$56,000
Employee Support Team Required:		
	PBX/System Tech	\$80,000
	*Employee Benefits not included	
Annual Total:		\$1,252,000