

# newVoice Contact Center



## Queue Features Summary

Inbound Voice Queues  
Email Alerts

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## Data Center Highlights

24/7 Network Monitoring  
Geographical Survivability  
Automatic Software Updates  
On-Demand Scalability  
PCI DSS 3.0 & SSAE 16 Certified

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## Call Center Group Features Summary

Multi-Skill Routing & Agent Scripting

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## Quality Management Summary

Call Recording (with agent notes)  
Live monitor, whisper, barge-in  
Agent & Web Chat Logs

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## Reporting & Analytics Summary

Real-Time Stat Display & Wallboard  
Real-Time Graphical Dashboard  
Custom Agent Activities  
Custom Multi-level dispositions  
Detailed Call & Agent Statistics

NEWVOICE CONTACT CENTER OFFERS MORE FUNCTIONALITY THAN TRADITIONAL HARDWARE AT A FRACTION OF THE COST. OUR CONTACT CENTER LEVERAGES THE “CLOUD” MODEL TO DELIVER A CUSTOMIZABLE AND EASY TO USE CALL CENTER SOLUTION. WE PROVIDE YOU WITH THE TOOLS YOU NEED TO ENHANCE YOUR CUSTOMER EXPERIENCE AND DELIVER WORLD CLASS SUPPORT.

### INCREASE YOUR SPEED TO MARKET AND REVENUE

Adopting NV Contact Center is painless and fast. You will have a state-of-the-art contact center solution up and running in just a few weeks. Once you're up and running, capabilities such as Intelligent Skill-Based routing will enable you to connect callers to agents with the best skills to help them, allowing you to maximize every revenue opportunity.

### ENHANCE YOUR CUSTOMER LOYALTY

With over hundreds of reports at your disposal and the ability to create custom reports, you will be able to learn from your past customer interactions and determine why your customers are contacting you. This valuable information will allow you to predict customer behavior and plan accordingly, resulting in increasing customer loyalty.

### IMPROVE AGENT PRODUCTIVITY

Increase your agent's ability to provide first call resolution by ensuring that every agent is following best practices for resolving any customer issue using our flexible work-flow agent scripting tools. More productive agents mean you can serve your customers more efficiently and reduce costs.

## Technology You Can Trust

newVoice Contact Center can provide the reliability and security you require for mission-critical business applications. Our dedicated team ensures industry leading standards for security, availability and reliability. We have around-the-clock network monitoring and geographically dispersed data centers that ensure 100% availability.

Our Contact Center delivers flexibility. Get the latest features and functionality without the hassle of costly software and hardware upgrades. Your contact center software is set to update automatically at no cost to you. In addition, our fee structure means that you only pay for what you use. Now you can easily increase or decrease agent seats depending on your business needs.

## Industry Insight

Today's contact centers are under pressure to contribute significantly to top-line revenue and bottom-line profit. Loudhouse research found 69% of strategic decision makers within the US believe the contact center is a "business-critical revenue generator" and that contact centers can deliver increased revenue per transaction and better returns on marketing investment through improved conversion rates, up-selling and cross-selling.



## Capabilities Include:

### **MULTI-SKILL ROUTING:**

Navigates through the callers in queue and efficiently directs them to the agent with the right skill set to help them. The system makes sure that all calls are always routed to the best available agents with highest proficiency.

### **CALL RECORDING (WITH AGENT NOTES)**

Your agents and managers can review any call any time to ensure that they are following your company's quality standards.

### **LIVE MONITOR, WHISPER, BARGE-IN**

With Live Monitor, you can monitor live agents and customer interactions. You will be able to see the real-time status of your call center agent, queues, IVRs and more.

### **AGENT & WEB CHAT**

Allow your agents and supervisors to communicate with each other without putting callers on hold, resulting in a faster and more efficient call resolution. Plus supervisors will have the ability to broadcast important updates to multiple agents simultaneously.

### **REAL-TIME STAT DISPLAY & WALLBOARD**

Monitor status of your queues quickly and efficiently to make sure you are meeting your service level standards. With Wallboards, your team can view the overall performance of the entire contact center and be aware of the service goals.

### **REAL-TIME GRAPHICAL DASHBOARD**

Monitor crucial call center metrics and track agent performance in real-time. Now you will have valuable insights at your fingertips that will enable you to make decision resulting in improving customer service.

### **CUSTOM MULTI-LEVEL DISPOSITIONS**

Get detailed data regarding the customer's call and track the outcome of the call from start to finish. This powerful feature will enable you to aggregate data into actionable insights.

### **DETAILED CALL & AGENT STATISTICS**

Manage and improve agent performance by using real-time performance data. Your call center managers will have all the detailed statistics needed to track agent efficiency as well as queue efficiency.

**FIND OUT HOW NEWVOICE CONTACT CENTER CAN  
MAKE YOUR BUSINESS MORE PRODUCTIVE. CALL US  
AT 1-855-600-4NHC OR CHANNELSALES@NHCGRP.COM**