



Experience the  
**Power** of Unified  
Communications

# newVoice<sup>®</sup> Hosted Voice Solutions

Access a suite of easy to manage VOIP solutions that reduce costs, add features, improve communication, and scale to meet your needs.

## ✓ **Improve Communication with Employees, Suppliers and Customers**

- Seamlessly call between desk top, cell phone, tablet and PC
- Integrate Voice, Video, IM and email into a single platform for company-wide communication

## ✓ **Add the Features You Need**

- Your employees are empowered with features like FindMe/FollowMe, time of day controls, call history, contact integration and much more
- Add sophisticated Contact Center functions for improved customer service and increased sales

## ✓ **Cut Costs**

- Eliminates the need to purchase an expensive soon-to-be obsolete phone system
- Our Hardware as a Service model reduces the CPE to a monthly rental
- Unlimited Domestic Calling
- Free 4, 5, and 6 digit calling between your locations served by newVoice

## ✓ **Web Portals Make Management Easy**

- You're in control with easy-to-use portal tools for end users and admins. End Users can control their own contact features. Administrators can add or remove users and manage system wide features.

## ✓ **Scales to Meet Your Needs**

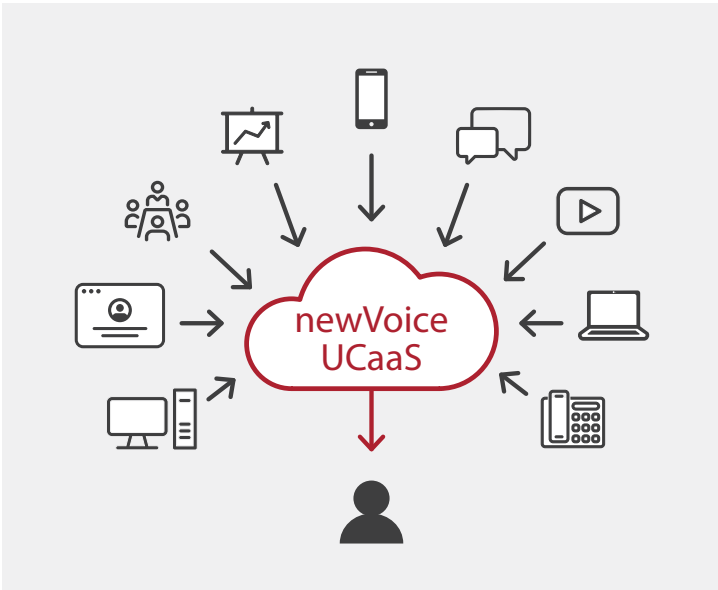
- It's in the cloud so no need to worry about adding PBX cards, shelves, processors etc.
- Our Metaswitch VOIP switches are in the cloud and are continuously upgraded with the latest features and functions—available to both new and existing newVoice hosted customers

## ✓ **Unmatched Reliability**

- Highly redundant core switching infrastructure that cannot be matched by any premise based phone system
- Disaster recovery solutions to back up Internet connections and route calls to other locations or cell phones

## ✓ **Professional Installation, Ongoing Support**

- We have a comprehensive implementation process with professional project managers backed by 7X24X365 domestic customer support



## Unified Communications as a Service (UCaaS)

NHC’s UCaaS can be accessed from both desktop and mobility applications.

Our desktop app integrates voice, video, instant messaging (IM), and email into a single platform. Powerful ‘presence’ capabilities allow you to see the real-time status of co-workers—available, offline, on the phone, or in a meeting. The desktop app also integrates with Microsoft Outlook, Google apps, and popular CRM applications such as Salesforce or Sugar.

Our mobile app provides access to desk phone functions from any device connected to the Internet. You can send and receive calls, instant messages, or video calls and seamlessly move calls to another device without interruption.

### Features include:

- Call handling
- Chat/IM
- SMS
- Presence
- Outlook Integration
- Click to Dial
- Call Recording
- Collaboration
- Screen Share/Record
- Virtual Whiteboard
- Remote Desktop

## Contact Center as-a Service (CCaaS)

Today’s contact centers are under pressure to contribute significantly to top-line revenue and bottom-line profit. Our Contact Center solution provides all the tools you need to deliver world class support to your customers.

newVoice Contact Center (CCaaS) provides the reliability and security you require for business critical operations and support. We have around-the-clock network monitoring and geographically dispersed data centers that ensure 100% availability. Plus because CCaaS is a cloud-based solution you’ll get the latest features and functionality without the hassle of costly software and hardware upgrades. In addition, our fee structure means that you only pay for what you use so you can increase or decrease agent seats depending on your business needs.

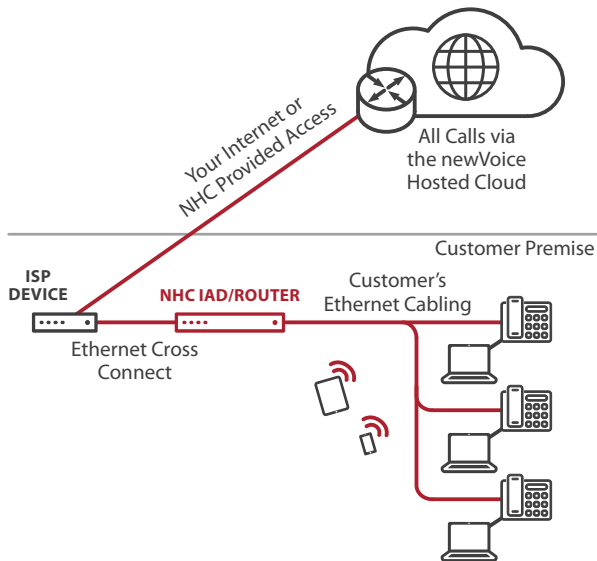
### Features include:

- Omni-channel
- Social Media integration
- Quality Management
  - Call Recording with notes
  - Live Monitor, whisper, barge-in
  - Agent & Web Chat Logs
- CRM integration
- Interactive IVR
- Multi-skill Routing
- Agent Scripting
- Advanced Analytics
  - Real-time stats for Wallboard
  - Call and Agent statistics



## newVoice Hosted Communications Solutions:

- Fits every voice communications requirement from 2 to 2000(+) users
- Works for businesses with brick and mortar locations and/or virtual offices—connects all your locations and employees into one unified communications solution
- Works with IP desk phones as a replacement for a traditional PBX or can be used virtually with PCs, laptops, tablets or smartphones
- Can be used with NHC-provided access or your existing Broadband bandwidth



## We Take Care of All The Details

You will be assigned to work with one of our experienced Project Managers. The PM will work with you and your phone vendor through our 7 step implementation process.



**Initial Design and Quote**



**Project Manager Assigned**



**Technical Design Approved**



**Hosted PBX Built**



**Equipment Ordered & Shipped to Customer**



**Installation and Testing with Customer's Phone System**



**Telephone Numbers Ported, 911 Tested**



**Process Complete—Welcome to newVoice!**



**newVoice Academy**

A dedicated website that offers operational training on newVoice products. Complete with admin portal training videos and user guides, end-user guides and step by step video lessons of our most popular phones.

**Contact** [ChannelSales@nhcgrp.com](mailto:ChannelSales@nhcgrp.com) or (855) 600-4NHC to learn more.