



Managed Voice & Contact Center Services

New Era Technology's Contact Center & Voice Support Center is a global support team of voice and contact center experts who provide comprehensive managed services for your critical communication systems, By acting as an extension of your IT team, we help to ensure system uptime and expand your organization's capabilities. Use New Era's support team to optimize your resources, and improve KPI and other critical business outcomes.

As Cisco experts, we invest heavily in our partnership with Cisco's ecosystem partners. Our dedicated and highly trained team of engineers carry the highest level of certifications.

- Support for Network, Unified Communications/Voice, and Contact Center
- Service Level Agreements and proactive engagement options are available
- Live answering and online help desk portal ensures quick response and resolution

Certified Expertise

- Cisco Gold Partner
- Cisco Cloud Managed Service Partner (CMSP)
- Cisco Advanced Technology Partner (ATP) UCCE
- Calabrio, EGain & Nuance Gold Partner

Managed Service Packages

New Era offers three Managed Service packages designed to deliver a range of customer care support that complements your internal IT resources. We specialize in providing 24/7 monitoring, technical support and multi-vendor solution services that ensures, critical Service Level Agreements (SLA) are maintained, high utilization of limited IT resources, and a single point of support for managing and maintaining customer tickets.

On Demand	Assure	Block Time
Monthly case management support Full-service technical support with SLA Value pricing for customers with their own internal monitoring services	On Demand, plus the following services: 24x7 proactive monitoring + remediation Dedicated service delivery manager Quarterly OS patching Failover testing	Pre-paid professional services contract Proactive engagement on smaller projects Avoid delays in approval or funding Add more time as you need it