tdcbridge™
intelligent messaging™

Let customers talk to your business as easily as they talk to friends.

With TDC Bridge™ Intelligent Messaging™ businesses can meet customers where they are. Our platform enables business phone lines to work like customer smart phones. Agents use calls, text, link sharing and photos for conversations that are comfortable and, convenient. Now customers can talk to business as easily as they talk to friends to resolve issues faster. Companies reduce cost, increase revenue and keep customers satisfied.

Great conversations, better outcomes and the best relationships.

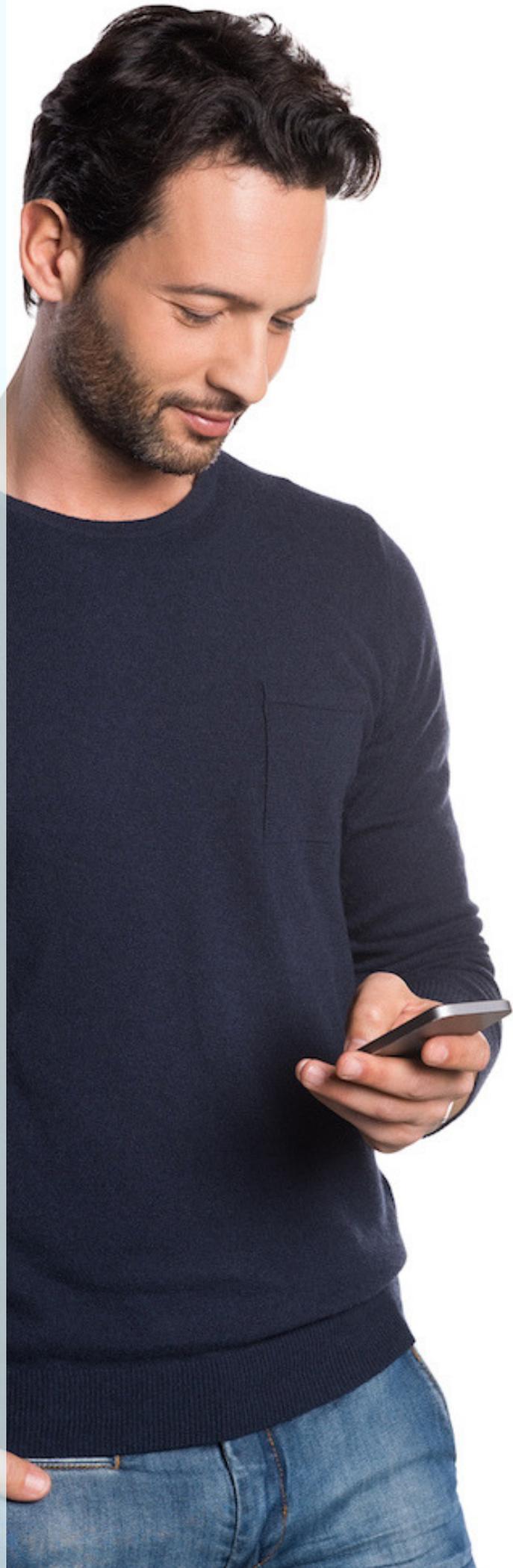20 Church St, Hartford, CT 06103
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Bringing the Modern Call Model™ to a Smartphone Nation

TDC Bridge from TEN DIGIT Communications addresses serious care center challenges, improving service to customers who rely mostly on smartphones. TDC Bridge is a complete Software-as-a-Service (SaaS) intelligent messaging platform that enhances agents' natural intelligence and helps solve the problems of outdated communication, dissatisfied customers, and agent burnout.

Contact centers have high operating costs with labor-intensive customer engagement and massively outdated telephony infrastructure, developed before mobile phones, Internet, CRM databases, and Artificial Intelligence. Efforts at streamlining through offshoring jobs, point solutions, and Integrated Voice Response, IVR, have negatively impacted consumers and agents.

The answer is The Modern Call Model: TDC BRIDGE Intelligent Messaging connects to all CRM and databases, and allows agents to move between text, voice, link and photo sharing to make interactions easy and convenient. The patented platform helps agents handle multiple conversations at once, promoting seamless interaction between platform, agent, and customer. (1) Combines human and artificial intelligence to improve agent timeliness, accuracy and compliance. (2) Drives 20% to 40% increase in productivity through multiple 'call', handling, frictionless routing, automations and real-time transcription. (3) Eliminates annoying 'on-hold' experience (4) Increases C-SAT through timely interaction, unified authentication/escalation, skills-based routing and experiential learning. (5) Allows customers to engage more comfortably and resolve issues faster.

About the Platform: The platform delivers more than 100 unique features, including language translation, message management and secured messaging for regulated industries such as healthcare. Implementation and integration are easy, requiring limited or no IT support for provisioning in as little as a day.

tendigit
COMMUNICATIONS™