

# The NMS Newsletter

June - July  
**2021**

*New Normal, New Beginning:*  
**NMS Joins TES Marbella**

# NOTHING CAN STOP THE UNRELENTING COMMITMENT OF **NEW MEDIA SERVICES.**

The pandemic may have placed the world at a standstill, but that does not change the fact that there is no better time to start recovering than now. Just like the avid affiliates of **The European Summit**, we believe that there is always a light at the end of the tunnel.

*This coming July, we are proud to announce that we're joining  
**The European Summit 2021!***

**New Media Services** is an Australian-based company pioneering in providing revolutionary business outsourcing solutions and is looking forward to virtually showcasing its expertise to fellow affiliates in the first-ever Hybrid Conference.

With Marbella, Spain as the gorgeous backdrop, TES will take physical and virtual networking to the next level from July 2nd to the 5th 2021.



## NMS' POWERHOUSE MEMBERS WILL ONCE AGAIN PROVE THAT WE CAN **WITHSTAND ANY CRISIS.**

*What can we say? We eat crises for breakfast.*

NMS-CSO Anastasiia Bilous will be speaking at the live event. Meanwhile, joining the prestigious virtual event will be Director of Marketing Merlene Leano, Business Development Manager Daniel Goroluks, and Marketing Manager Louie Ocampo.

Dubbed the NMS' Powerhouse, they will embody the excellence of the company.

# OMNICHANNEL MARKETING: HOW TO BE EVERYWHERE?

As a participation treat, Anastasiia will be showcasing a 40-minute presentation about omnichannel marketing. She will discuss how to provide faster deliveries at low risks, increase revenue, and maximize business hours with omnichannel marketing strategies.

You can find her at Stage 3, 12:00 PM on July 2nd. Alternatively, participants of the virtual event can livestream her presentation.

***Save the date! You don't want to miss this one!***

## ENGAGE WITH THE WORLD

*"Let your customers experience excellent support and convert them into patrons."*

Our versatile Multilingual Contact Center Services guarantee that your business can withstand any crisis and stays flexible to accommodate the changing market.

**Our world-class contact center services are carefully arranged for your unique demands.**

**We offer 5 starting languages\*:**

- English
- French
- Italian

- Portuguese
- Spanish

*\*Is your language not on the list? Let us know!*

With multilingual capability, your business delivers and escalates customer assistance with ease. While we're at it, why not equip your helpdesk with impeccable call center services, live chat, and email support?

**Call Center Support:** For the customers that call you directly for their complex concerns.

**Live Chat Support:** For the customers that connect with you through your website and would like quick answers for their concerns.

**Email Support:** For your convenience and the customers who don't mind waiting a while for their concerns to be answered.

All these hybrid services will be yours at a reasonable price that suits your budget. You get the whole package of 24/7 global coverage, compatibility with advanced technology, and the term partnership of your choice.

With this in mind, you might want to check out these articles to better help you decide on outsourcing a **Multilingual Contact Center**:

## 1. Difference Between Call Center and Contact Center and Why It Matters



*“Expanding your knowledge on what is call center and contact center, along with the distinctions between each will prove beneficial for creating a more solid connection with your customers.”*

[Click here to find out more...](#)

## 2. The Pros and Cons of Outsourcing & In-House Customer Service: Which Side Are You On?



*“What defines the new trends in customer service? Businesses need to show customers that they are ever-present and involved in their concerns, regardless of how big or small it may be. Some of the most prevailing themes and aspects in this year’s changes in assisting end-users, is the importance of accessibility, convenience, and a more humanized form of communication.”*

[Click here to find out more...](#)

## 3. Top 8 Customer Service Trends in 2021



*“There are several aspects that you need to consider before reaching a decision on whether to stick with an in-company team or try a different setup through delegating end-user assistance tasks to an external staff. First, you must have a prior understanding of how outsourcing really works, and what makes it different from working with an in-house team. Another thing you can do is compare the advantages of outsourcing customer service and the specific benefits of in-house customer service to know which of the two suits the structure and requirements of your business best.”*

[Click here to find out more...](#)

# WHY NEW MEDIA SERVICES?



*Driving Efficiencies and Growth for Your Business is Our #1 Priority.*

**New Media Services** pledges to give flexible, tailor-made solutions to aid in the growth and success of numerous businesses. From customer support and virtual assistants to content creation and moderation to social media marketing, web design, and development, NMS's lineup of BPO solutions is designed to meet big and small resource and manpower demands.

***Have a campaign or project not covered by our list of services? Contact us and we'll be more than happy to make an assessment!***

Contact Us

# FASTEN YOUR SEATBELTS,

## YOUR WEBSITE AND PAGES ARE GETTING AN UPGRADE!

### Have you heard of **Chekkee**?

They are a division under NMS who specialize in your content moderation needs. Collaborate with Chekkee and experience real-time content moderation done by human experts on any online platform you are on.

### Their services include:



#### WEBSITE CONTENT MODERATION

Employ time-tested and efficient moderation that is equipped with Automated, Pre, and Post moderation for seamless website transaction.



#### COMMUNITY MODERATION

Guarantee the safety of your members from abusive, offensive and indecent users. Equip yourself with custom policies, an automated flagging system and more.



#### SOCIAL MEDIA MODERATION

Solidify your social media presence and adapt to what each platform wants. Boost your audience engagement to authentic profiles and build a secure positive brand image.



#### IMAGE AND VIDEO MODERATION

Gain access to top-notch multimedia moderation and eradicate inappropriate visual content from surfacing on any of your pages



#### USER-GENERATED CONTENT MODERATION

Gain a deeper understanding of online user behavior and have the power of word-of-mouth on your side. Do away with the negative content and bring out authentic content from users.

**All these services for a reasonable price and 24/7 service!**

Let Chekkee **Examine, Equip, and Execute** your content moderation solutions today.

# OUR CUSTOMIZABLE OUTSOURCING SOLUTIONS:

## MULTILINGUAL CONTACT CENTER

Deliver accessible customer care and assistance with advanced platforms for Call Center, Email Support, Live Chat Operators, Escalation, Customer Support Tickets and Refund Management.

## CUSTOMER SUPPORT SERVICES

We cover General and Technical Support, Sales Support, Inbound & Outbound Customer Service, Setup & Provisioning Services, and Advanced Customer Support requirements.

## CONTENT CREATION AND PRODUCTION

Our seasoned content creators aim to maximize your digital presence while helping make your products and services be known across the internet.

## ONLINE MODERATION

Employ our online moderation expertise that help regulate content in text, image, and video formats on online communities, social platforms, dating apps and websites.

## LIVE CHAT OPERATORS

Save more on operational costs. Enable 24/7 availability for your customers and convert visitors into patrons with the help of skilled customer support operators for live chat.

## BULK SMS

Need a convenient and cost-effective way to promote your products? Our Bulk SMS platform allows you to disseminate promos and relevant info about your business.

## IT SUPPORT PLATFORMS

Ready-to-Integrate and customizable platforms designed to execute simple to complex functions for your service needs.

## WEB DESIGN & APP DEVELOPMENT

Have visually fluid and functional designs along with reliable and stable systems uniquely designed and programmed just for your business and target users.

## VIDEO PRODUCTION AND ANIMATION SERVICES

Video production and animation services help enhance your digital advertising and branding strategies. Employ the creative genius of our resident animation and video production experts.

**WE LOOK FORWARD TO BECOMING A PART OF YOUR BUSINESS' SUCCESS!**

## CONTACT US

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