

 New Media Services

heads to

 **TES** **PRAGUE**
AFFILIATE 2 0 2 2
CONFERENCES

Introducing NMS Group of Companies—a bundle of
New Media Services' array of world-class outsourcing services.

August 2022

The New Media Services

team joins over 4,000 participants for **TES Affiliate Conferences** this August. TES-Prague will be held on August 22-25, 2022 at the Vienna House Diplomat Hotel, Prague, Czech Republic.

New Media Services' team of representatives will be joined by CEO-Founder **Martin Eyking**, Chief of Global Operations, **Atty. Rafael Nacionales**, Director of Sales and Marketing, **Merlene Leano**, Director of Online Support Services, **Sheena Fianza**, Director of Messaging Services, **Silvia Urban**, and Senior Products Manager, **Ian Dela Cruz**.



The NMS Booth location details are as follows:

TES EXPO FLOOR 1st Floor
Sophia, Loreta & Belveder

Booths D4 & D5

New Media Services expands into NMS Group of Companies

With Martin Eyking, Atty. Rafael Nacionales, and Merlene Leano at the helm of this expansion, it signals the company's capacity for a more diverse and solid network of reliable and globally competitive business process outsourcing solutions. NMS Group of Companies comprises the following subdivisions:

An **innovative and Smart Conversational Platform** designed to respond to customer messages and queries and help boost conversions on dating chat services. It uses natural language processing (NLP), machine learning and neural networks.



TIRO offers **seamless API integration**, an independently operating AI tool with the capacity to handle up to 8 messages per user, a messaging platform ready interface through LOOP (Live Online Operator Platform), **real-time and adaptive chat responses**.

meet us



Martin
Founder/CEO



Raffy
Chief of Global
Operations



Merlene
Director of Sales
& Marketing

Focusing on **human and AI-powered content moderation**, Chekkee upholds full-scale online brand and user protection for different types of websites, digital forums, and social platforms and apps.

Content moderation services covered:

- Community Moderation
- Image Moderation
- Video Moderation
- Profile Moderation
- Text & Chat Moderation
- Web Content Moderation



Sheena
Director, Online Support
Service Department

meet me



CHEKKEE

A multilingual chat service that offers **real-time** integrable messaging platforms, V3 and LOOP, along with chat operator outsourcing to enhance end-user engagement and augment businesses with limited workforce.

While Live Chat Fairies' features are ideal for support chat services, digital companies, and e-commerce businesses, it is also a perfect and **cost-effective** addition to entice more customers on dating chat and entertainment chat services.



A multilingual chat service that offers **real-time** integrable messaging platforms, V3 and LOOP, along with chat operator outsourcing to enhance end-user engagement and augment businesses with limited workforce.

meet
me



It covers meticulous & targeted **people-powered QA assessments** for pre-launching, live sites or systems, add-on features, and day-to-day operations based on client-specific requirements.

QA Services offered:

Non-Functional QA Testing

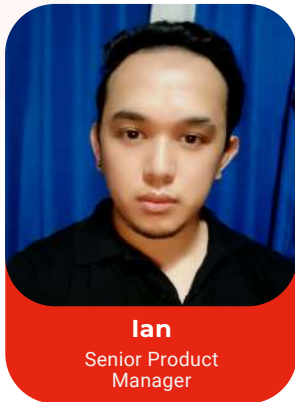
Covers test cases that target Operability, Capacity, Capability and Usability.

Functional QA Testing

Covers test cases that target Operability, Capacity, Capability and Usability.

Operations/Process QA

Less technical quality analysis, designed for generally targeting smooth operations through proper processes.



meet
me



New Media Services will also be showcasing its array of Customer Support Services:

Multilingual Call Center Solutions for startups and SMEs to improve the breadth of their customer support services;

Live Chat Support that highlights fast and real-time responses for different industries and business setups;

and **Email Support Solutions** which is a cloud-based internal reply center tool that effectively handles all customer and lead messages and queries sent to the client's business email or website.

Don't forget to drop by at the NMS Booth! Our Team looks forward to entertaining your queries and demonstrating our tailor-made and impressive outsourcing services!

See you in Prague!



Why Choose NMS?

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 to content moderation to flexible remote-based chat operators to combining human and AI capabilities, our BPO solutions are 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

Our Customizable Outsourcing Solutions:



MULTILINGUAL CUSTOMER SUPPORT

We cover Call Support, Live Chat Support, Email Support, Escalation Management, and Order Verification. Meet customer expectations and enable 24/7 availability for your customers.



CHAT OPERATOR SERVICES

Save more on operational costs. Deliver excellent user experience on your messaging and social platforms at all times. Convert site visitors and new users into patrons with skilled chat agents.



MODERATION SERVICES

Uphold brand integrity and user safety with our range of efficient and professional content moderation solutions. Choose from any of the following: Social Media and Community Moderation, Image Moderation, Video Moderation, Profile Moderation, Text/Chat Moderation, and Web Content Moderation.



TIRO

TIRO is an innovative conversational AI platform that aids in enhancing user experience on Dating Chat Services. Developed by New Media Services, TIRO uses natural language processing (NLP), neural networks, and machine learning to provide suitable responses to each customer query, thereby ensuring your dating site or app gets higher conversions and free members upgrade to premium membership in no time.

We Look Forward to Becoming a Part of Your Business' Success!

Contact Us

 info@newmediaservices.com.au

Our Company

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