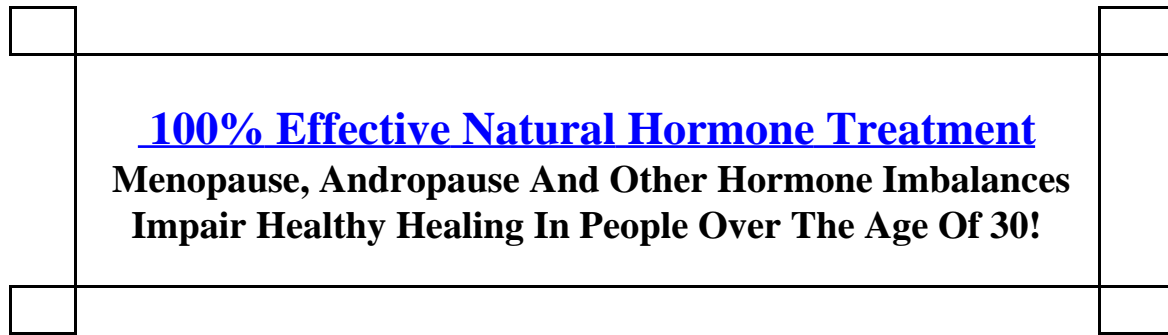


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NextWest NextContact™ Packs Broad Functionality into Single System

By NextWest, Inc. – VoIP Call Centers

NextWest NextContact™ Packs Broad Functionality into Single System by NextWest, Inc. –

VoIP Call Centers

NextWest, Inc., the leading provider of IP-based business telecommunications and contact center systems, today unveiled its recently enhanced NextContact version 3.4 fully-integrated contact center solution.

An inbound, outbound and blended call center solution, NextContact delivers PBX, VoIP, automatic call distribution (ACD), fax on demand, e-mail and predictive dialing in single-source solution.

NextContact software works with NextWest PCXi to provide fully-integrated convergence that combines analog, digital, wireless and IP capabilities into a single platform. As a result, contact centers have a choice of deploying traditional, IP telephony or combination of both to handle customer contacts through voice calls, voice mail, email, web integration, collaboration and fax.

"Our single source solution delivers a comprehensive list of features unavailable from other contact center vendors," said Matt Morales, NextWest COO. "Because we provide so many features in a single system, we reduce complex multi-vendor integration and enable distributed traditional or VoIP call centers. NextWest makes it possible for our customers to enhance performance, reduce costs and speed up implementation time."

One of the most significant enhancements is the VoIP phone integration which, combined with an agent console, allows agents to work from home or anywhere in the world. Additionally, automatic number identification (ANI) is now configurable by trunk so that call centers can simultaneously promote multiple company products or services easily and economically.

Manually importing phone lists for the predictive dialer is now a thing of the past. Phone lists can now be dragged and dropped directly into a folder for ease of implementation.

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"With this version of NextContact, we not only focused on usability and performance enhancements," said Richard De Soto, NextWest Chief Marketing Officer, "we also spent considerable time streamlining management tools and functionality."

NextContact's NextAnalytic reporting tool is now available via web browser in addition to the previously supported Java interface, and its Digital Call Recording feature now allows managers to "eavesdrop" or supervise a call from any desktop.

Furthermore, managers, administrators or supervisors now have the ability to monitor and manage multiple call centers at multiple locations from any web-enabled terminal, and individual status monitoring of agents has been added as well. For example, if an agent logs off for lunch, an indicator can be set to notify a supervisor if the agent is gone 5 minutes longer than the allotted time.

About NextWest, Inc.

NextWest, Inc. is a leading manufacturer of IP-based business telecommunications and contact center systems. The company's fully-integrated, IP and converged communications systems help small to mid-sized businesses, government agencies and other organizations to meet their changing telecommunications needs. With cost-effective solutions that are flexible, scalable, reliable and easy to manage, NextWest delivers uncompromising quality and features resulting in fast and quantifiable ROI.

For more information about NextWest Business Phone Systems, IP Phone Systems, Advanced Voicemail, Conferencing Solutions, ACD, Reliable VoIP (Voice over IP), Advanced IP Predictive Dialers, IP Telephony, Blended Call Center Solutions, VoIP Call Center Systems, VoIP Phone Systems, IVR, Auto Attendants, CTI, Advanced PBX Features, NextWest PCXi, NextContact or any of our industry specific solutions call 1-877-I-GO-NEXT (446-6398), or visit our website at <http://www.nextwest.com>

Leading manufacturer of IP-based business telecommunications and call center systems. Our rock-solid, fully-integrated, IP and communications systems help small to mid-sized businesses meet their growing telecommunications needs.

Tucson's NextWest, Inc. Announces Partnership with DialResults, Inc

By Richard Robert Logan

By Richard Logan June 1 2004

Mesa, Arizona -- DialResults Inc., a leader in the predictive dialer arena, announced today an partnership NextWest, Inc., the fastest growing distributor of Integrated Telephony Systems. The partnership represents a \$9 million deal over the next two years.

DialResults, Inc. will partner with NextWest to market PCXi, a fully-integrated, VoIP/Internet

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Protocol-enabled, communications system, and NextContact, a next-generation call center solution.

"We are proud to partner with DialResults to distribute our telephony solutions," said Matthew W. Morales chief information officer of NextWest, Inc. "DialResults is a company that shares our vision, integrity and energy to get superior products to market."

DialResults PCXi, an IP-enabled PBX, is a fully-integrated, converged communications solution. The system combines analog, digital, wireless and Internet Protocol (IP) capabilities in a single platform, giving customers a choice of deploying traditional, IP telephony or a combination of both on a local or global scale.

NextContact encompasses the broad functionality required by next-generation contact centers, including the ability to handle customer contacts in any media (voice calls, voice mail, e-mail, web integration, collaboration, and fax) and at the same time, facilitating fully integrated routing, monitoring, recording, reporting and administration for all customer interaction activities.

"NextContact fulfills our vision of providing reliable, comprehensive cutting-edge technology to our customers," said Dennis Robbins president of DialResults. "We can now deliver key contact center components like Predictive Dialing and VoIP within an easily-scalable, truly-integrated solution."

DialResults provides multi media predictive dialing software and call center CTI solutions to any type of contact center. "Without question, this product is going to make our customers ultra-competitive in their respective channels," Robbins said.

About DialResults, Inc.

Dial Results and Data Management Services (DMS) is a division of a privately held corporation, Data Technologies Corporation, founded in 1979, and headquartered in Mesa, Arizona. Currently providing software and database support to clients throughout the Southwest.

Our strength lies in our ability to understand business processes from concept to reality. Our developers have 100-combined years of hands-on application development. These technical capabilities qualify our claim to be able to quickly analyze and thoroughly implement business applications for our clients.

About NextWest, Inc.

Founded in 1996 and based in Tucson, Arizona, NextWest, Inc., is a privately held company. NextWest, Inc. is a leading provider of "Smart Business" solutions, web-based software applications and database design, network infrastructure, integrated telephony hardware and software solutions, and innovative online and offline marketing programs. NextWest, Inc. conducts business in the US and more than 20 countries worldwide.

NextWest's PCXi and NextContact Call Center Solution took "Best of Show" at the Long Beach, California Internet Telephony Conference and Expo in October of 2003. For more information please call Richard Logan toll free @ 1-888-839-3613 ext. 4581 or go to <http://www.dialresults.com>

I have over 15 years in the call center industry. I ran large call center as a telemarketing manager and have sold predictive dialers everything from UNIX to the new VoIP MSSQL Multi Media convergence solutions

Tucson's NextWest, Inc. Announces Partnership with DialResults, Inc

NextWest, Inc. to Exhibit NextWest PCXi and NextContact IP-based Communications Solutions at Upcoming INTERNET TELEPHONY Conference & EXPO Fall 2004

NextWest, Inc. to Demonstrate PCXi and NextContact IP-based Communications Solutions at ACCE 2004

NextWest NextConnect Delivers PBX Features to Branch Locations without Installing a PBX

NextWest NextMobility Delivers PBX Extension Features to Remote Cell Phones Anywhere

The Ultimate Ad Tracking Tool

Organic Secrets

Domain Alarm – Is your site working?

Clickbank Automation System

Free List Pro



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Menopause, Andropause And Other Hormone Imbalances
Impair Healthy Healing In People Over The Age Of 30!