

# Fundraising & Not-for-Profit

Unified Contact Solutions from Noble Systems®

## Increase New Donations, Manage Existing Relationships, & Improve Performance ...

Noble Systems offers powerful technology solutions for the **Fundraising & Non-Profit** industry that can help you increase your contact rates, enhance your donor services, and streamline the communications process. Noble's integrated solutions give you the tools to expand the productivity of your agents, use resources more effectively, gain new donations, and improve your overall results.

- > Increase Productivity with More Right-Party Contacts & Caller ID Features
- > Improve Efficiency through Advanced Call Pacing Algorithms to Make More Presentations per Hour
- > Manage Scripts & Changes & Save on Programming Resources with a Flexible Custom Development Tool
- > Increase Service Levels with Skills-based Routing to Send Donors to More Successful Agents First
- > Improve Quality with Integrated Agent Monitoring & Digital Call Voice & Screen Recording
- > Enable Self-Service for Repeat Donors and Save Agent Resources by Offering Personalized Notifications & Interactive Tools
- > Achieve Regulatory Compliance while Maintaining Productivity
- > Identify Trends & Potential Issues with Speech Analytics
- > Create A Unified Environment for All Outbound & Inbound Communications via Multimedia Voice, Email, & Web Services
- > Gain the Power of a Stable, High-Transaction Environment
- > Maximize Performance with the Dynamic Management Suite

“ The Noble platform has given us the tools to *efficiently and effectively* run our fundraising operation. We have had a **strong improvement in agent productivity**, resulting in **increased donor support** for our service, and have been able to **extend our service to other groups** in the region. ”

“ With Noble, the **productivity increase is tremendous**. Originally, we were making 15 - 20 calls an hour. **Now, we are averaging 35 - 40 calls**. And, integration with our donor management system means that **we can respond immediately to time-critical needs** rather than spending hours sorting through paperwork. ”

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## Build Productivity with More Right-Party Contacts

The Noble communications platform uses one of the industry's most advanced dialing algorithms and superior tone and voice detection to drive agent productivity rates. With 95%+ answering machine detection, and busy, no answer, and disconnect recognition, agents receive only live parties instead of unproductive numbers.

## Increase Response Rates through Automated Messaging

Outbound messaging and text-to-speech tools help ensure that agents are talking to qualified parties. For more efficient service, the Noble suite can be integrated with your billing software or database to provide account information and payment options, and to record contact results automatically, without requiring an agent.

## Enable Customer Self-Service with Personalization & Interactive Tools

Automated messaging can be used to notify donors of new contribution drive, to verify new donations, and to send renewal reminders. Self-service menus allow customers to respond immediately with automated functions, such as payment processing. Inbound options allows subscribers to make account changes -- all without requiring a live agent.

## Improve Service Levels with Effective Contact Routing

The use of skills-based routing can increase your service results by routing calls based on agent skills. Assign specific agents to repeat donors, send new donors to agents with a history of more success, or route calls for new and existing accounts to different groups. Agent-specific callbacks are also supported. Digital recording tools capture orders for later verification and customers can be transferred as needed, without hanging up and dialing another number.

## Create a Unified Environment for All Communications

Agents can be assigned to handle both outbound and inbound calls at the same time, promoting increased efficiency. Dialing automatically adjusts to fluctuating call volumes while optimizing agent activity. Integration with our built-in database, or with your existing systems, ensures that your donor records are maintained with up-to-the-second accuracy. Email and web support help you provide completely unified services for multimedia channels.

## Maximize Performance with the Dynamic Management Suite

Manage all of your fundraising activities with our comprehensive Management Suite. Designed in a user-friendly environment, our manager tools allow users to build and change scripts, control resources, monitor real-time performance, and create custom reports, without requiring high-level IT experts.

- > Predictive Dialer
- > Integrated Relational Database
- > Universal Queue & Blended Contacts
- > Personalized Messaging for Donor Verifications
- > IVR & Text-to-Speech for Donor Self-Service
- > Interactive Menu Options for Account Changes & Payments
- > Remote & 'Virtual' Agents
- > Digital Voice & Screen Recording & Speech Analytics
- > Answering Machine Detection
- > Customized Scripts & Agent Desktops
- > Call Pacing Selection by Program
- > Agent-Specific Callback Scheduling
- > Local & Remote Agent Monitoring
- > Skills-Based Routing
- > Database/Billing System Interfaces
- > Credit Authorizations & Processing
- > Internal & External Call Transfers
- > Unified Contact Histories
- > Real-time, Onscreen Reporting with Up-to-the-second Data Accuracy
- > Workforce Management, Time Tracking & Payroll Reporting
- > FTC Compliance Features
- > Flexible Deployment Options & Architectures

### ABOUT NOBLE SYSTEMS CORPORATION

Noble Systems Corporation is a global leader in contact center technology solutions, providing innovative products since 1989. Tens of thousands of agents at 4,000+ client installations worldwide conduct business using the award-winning Noble platform for inbound/outbound/blended communications. The scalable, integrated Noble solutions include advanced ACD and predictive dialing; unified contact processing for voice, email, and web; and integrated IVR, digital recording, messaging, quality control/monitoring systems, scripting and workflow, workforce management, and real-time reporting and management tools. Call 1.888.8.NOBLE.8 or visit Noble Systems online at [www.noblesys.com](http://www.noblesys.com).

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