

# Inbound

Unified Contact Solutions from Noble Systems®

## Improve Agent Productivity, Manage Center Resources & Deliver Better Program Results ...

Noble Systems offers powerful technology solutions for **Inbound communications** that can help you increase customer satisfaction, enhance efficiencies, and streamline program management. Noble gives you the tools to expand agent productivity, use resources more effectively, make program modifications, monitor system activity, and deliver improved results for your clients.

- > Increase Agent Productivity & First Call Resolution Rates
- > Manage Multiple Programs Simultaneously, with Different Scripts, Routing, Agents, & Data Capture Selections for Each Program
- > Build Efficiency through Universal Agents & Blended Inbound & Outbound Stations for Multi-channel Contacts
- > Offer Advanced Options such as Personalized Information & Interactive Tools for Self-service, Remote Users, & VoIP
- > Create Unified Agent Desktops by Integrating Multiple Applications into a Single Interface for Faster Service
- > Improve Service Levels with Workforce Management & More Efficient Call Routing, including Skills-Based Routing
- > Identify Trends & Potential Issues with Speech Analytics
- > Customize Workflows & Manage Changes with Point-and-Click Script & Campaign Building
- > Manage Program Modifications through 'On-the-fly' Changes, without Agent or System Downtime
- > Make Better Decisions with Accurate Data & On-Demand Real-Time Reporting
- > Maximize Performance with the Dynamic Management Suite

“ We looked at all the best products and chose **Noble** for its unified platform to support blended outbound and inbound contacts. The system supports a **high through-put**, and the variety of **features and flexibility** give us the tools we need to **better service** the diverse needs of our clients. ”

“ Noble Systems offered us an **all-in-one solution**. Our inbound reps can fill time with outbound calls using blended agents, so that our **agents are always busy**, and we can **make more contacts with the same resources.** ”

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## Improve Service Levels with Effective Contact & Skills Based Routing

Intelligent call routing can increase your service results by processing calls based on call criteria. Skills-based routing sends calls to agents with the best skills to handle the account. DNIS/ANI capture lets you direct calls to different agent groups for different services. Account Ownership and Agent-specific callbacks are also supported.

## Create Custom Scripts & New Programs Quickly & Easily

Composer is a graphical, point-and-click environment for creating customized agent desktops and workflows. Develop sophisticated applications, screens, and scripts from our intuitive design tool without advanced programming knowledge or expensive technical assistance. The system is designed to allow you to get new programs up and running quickly, and to manage in-production programs with rapid modifications.

## Help Your Clients Get More from Their Programs with Advanced Options

A full communications package includes the newest in contact center technologies. Options such as automated messaging, personalized notifications, interactive tools, and 'virtual agents' allow you to give your clients more functionality. These high-efficiency applications reduce the dependence on agents, lower program overhead, and let you pass the savings on to your clients, while providing improved results.

## Provide a Unified Environment for Blended Communications

Agents can be assigned to handle both inbound and outbound calls at the same time, promoting increased efficiency. When your inbound volumes are high, outbound dialing is throttled back so that you can reach your service level goals. When incoming calls are low, dialing ramps-up to keep agents busy, rather than sitting idle, optimizing agent activity. Integration with our built-in database, or with your existing systems, ensures that agents have access to the right customer information, and that customer accounts are maintained with up-to-the-second accuracy.

## Keep Your Clients Up-to-Date with Real-Time Reports

A robust toolset for reporting on agent, group, program, and list statistics helps you direct call activities and meet business objectives. View summary and detail reports on current and historical statistics in on-screen, print, or email format. Or, export information to other packages, such as Microsoft Access and Excel, or Crystal Reports, so you can give your clients the details they need.

- > Predictive Dialer & Inbound ACD
- > Integrated Relational Database with Automated Screen Pops of Caller Records
- > Universal Queue & Blended Contacts
- > Multiple Outbound/Inbound Program Management - run 250+ outbound and unlimited inbound in-production campaigns simultaneously
- > IVR, Automated Messaging, Text-to-Speech & Speech Recognition
- > Digital Call Recording, Screen Capture, Speech Analytics, and QA Scorecards Improve Quality
- > Call Pacing Selection by Program with Inbound Priority
- > Workforce Management & Skills-Based Routing
- > Custom Desktop Development and 'On-the-fly' Modifications with 'Point-and-Click' Interface
- > Real-time Query-based Reporting with Customization Tools (view on-screen, print or email)
- > Unified Contact Histories with Up-to-the-second Data Accuracy
- > DNIS/ANI Capture
- > Remote Agent Monitoring
- > Internal & External Voice/Data Transfers
- > Payment Processing
- > Workforce Management, Time Tracking & Payroll Reporting

## 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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