

Customer Service

Build Agent Productivity, Generate More Leads, Improve Your Collections & Get More New Accounts...

Noble Systems offers powerful unified technology solutions for Customer Service that can help you increase your contact rates, enhance customer service, and streamline the communications process. Noble gives you the tools to expand the productivity of your agents, use resources more effectively, gain new accounts, and improve your overall program results.

- Increase Productivity & Connect Rates with Strategy Planning Tools to Get More Right-Party Contacts and to Complete More Calls
- Enable Customer Self-Service & Save Agent Resources with Personalized Notifications & Interactive tools for Renewals, Account Payments, Delivery Changes, and more
- Build Efficiency through Universal Queues and Blended Inbound/Outbound Agents and Control Dialing Activities with 8 Separate & Distinct Pacing Methods, including FTC Compliance Settings
- Offer Advanced Options such as IVR for Automated Messages and Surveys, Digital Recording for Response Confirmation and Compliance Tracking, Remote Users & VoIP Solutions
- Customize Desktops & Make Changes with Point-and-Click Scripting & Manage Program Modifications 'On-the-fly', without Agent or System Downtime
- Improve Service Levels with Effective Contact Routing & On-hold Messaging for Special Notices, and Send Accounts to More Experienced Agents through Skills-based Routing & Allow Account Ownership for High-Value Accounts and Subscriptions
- Predict Sales by Agent Using Custom Reports and Improve List Management with Real-time Tools to View Performance and Penetration, Import New Lists and Add or Remove Records
- Increase Quality with Integrated Contact Monitoring & Digital Voice & Screen Recording and Speech Analytics with Real-time Screening
- Create a Unified Environment for All Inbound, Outbound & Blended Omnichannel Contacts for Multiple Sites or Departments using a Centralized Management Portal with Integration to CRM and Account Databases, and Support for Flexible Data Formats
- Achieve Regulatory Compliance for Do Not Call and Consumer Privacy and Protection Legislation While Maintaining Productivity with our PCI-Ready Platform, Data Privacy & Contact Compliance Tools

“With Noble, we have **increased capacity.** Integration with our **internal systems** has made it much **easier for our agents** to do their jobs, and **importing & exporting data is easy.** After-call work has decreased and productivity has increased. ‘Virtual agents’ deliver reminder messages for service calls without tying up agent resources. And, in our customer survey program, we are **completing more surveys per hour, per agent.**”

“Noble supplied us with a finished product, **meeting all our requirements** -- such as applications for upgrading services, collections, surveys, quality control, and retention. We can also integrate with multiple billing systems. We track call volume, dropped call percentage, time spent per call, pause time, after call work and call results. Noble is superior by far to other products.”

Customer Service Solutions

Build Productivity with More Right-Party Contacts

Noble uses one of the industry's most advanced dialing algorithms and superior detection to drive agent productivity rates. With 95%+ answering machine detection, and busy, no answer, and disconnect recognition, reps receive only live parties instead of unproductive numbers. Calendar-based appointment setting tools let you schedule service visits, or complete an request form and transfer the call directly for faster processing.

Improve Response Rates with Outbound Messaging & Self-Service

Outbound messaging and text-to-speech tools help ensure that agents are talking to the correct people. If a person is interested in learning more, you can transfer the call to an agent; if not, leave an automated message with a return phone number. For more efficient service, the Noble suite can be integrated with your billing or CRM software to provide account information and payment options, and to record contact results automatically, without engaging agent resources.

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. You can route calls for new customers or VIPs 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. Real-time call screening with speech analytics helps your agents respond to customer queues while they are on the call.

Create a Unified Environment for All Communications & Multiple Sites

Reps can handle outbound and inbound voice and non-voice channels at the same time, promoting increased efficiency. Dialing automatically adjusts to changing volumes while optimizing agent activity. Integration with our built-in database, or with your existing systems, ensures that patient records are maintained with up-to-the-second accuracy. Multi-session tools allow agents to handle more than one interaction at a time help to improve service levels, efficiencies, and agent utilization. And, you can manage multiple sites from a single, centralized location, including remote offices and work-from-home reps.

Maximize Performance with the Dynamic Management Suite

Manage all of your critical contact activities with our comprehensive Management Suite. Designed in a user-friendly environment, our manager tools allow users to build scripts, control center resources, monitor real-time performance, and create custom reports, without requiring high-level IT experts. Our web-based reports and manager portal make it easy to stay on top of activities, no matter where your managers may be.

Manage Regulatory Compliance with Patented Technologies

Noble's compliance technologies include features, reports, and tools to help you manage your operations in accordance with telemarketing legislation and industry guidelines, including wireless dialing, ANI broadcasting, abandonment rates, calling hours, recording restrictions, data security, DNC registries, FTC, TSR, TCPA, PCI, HIPAA, Ofcom, ACMA, and more.

- Inbound & Outbound Contact Management with Advanced Omnichannel Queue Management to Reduce Inbound Hold Times
- Advanced List Management, Call Pacing Options & Timezone Controls by Program or List for Managing Dialing Strategies, with Answering Machine & Live Connect Detection
- Multiple Phone Numbers per Record
- Customized Scripts & Agent Desktops with Custom Screenpops, Appointment Setting Calendars & Form Tools
- Pre-recorded Script Segments for Delivering Instructions, Rebuttals, 'Mirandas' & Greetings
- Skills-Based Routing & Account Ownership Features
- 'Virtual' Agents, Automated Messaging, IVR & Text-to-Speech and Automated Speech Recognition for Customer Self-Service
- Integrated Relational Database with Complete Contact Histories and Web-based Integration to Third-Party Systems
- Digital Voice & Screen Recording, Line and Agent Monitoring & QA Scorecards
- Multi-site Management with Local, Remote & Work-from-home Agents
- Real-time, Onscreen Reporting with Up-to-the-second Data Accuracy
- Regulatory Compliance Features
- Speech Analytics with Real-time Screening & Scoring, Best Time to Call & Workforce Management with Real-time Adherence

ABOUT NOBLE SYSTEMS CORPORATION

Noble Systems Corporation is a global leader in the customer communications industry, providing innovative solutions for Contact Center, Workforce Management, and Analytics. Tens of thousands of agents at 4,000+ client installations worldwide use Noble platforms to manage millions of customer contacts each day. Noble offers a unified suite of omnichannel inbound, outbound, and blended contact processing, strategy planning, resource management, and compliance tools for companies of all sizes. Our premise, cloud, and innovative premise/cloud hybrid platforms include ACD, predictive dialing, blended processing, recording and monitoring, IVR, messaging, interaction analytics, and workforce engagement. Call 1.888.8.NOBLE.8 or visit www.noblesystems.com.

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NOBLE SYSTEMS

CUSTOMER CONTACT TECHNOLOGIES

Americas: +1 404 851 1331 | +1 888 866 2538
APAC (AUS): +61 (0) 3 9008 1700
EMEA (UK): +44 (0) 161 772 7100
LATAM (CO): +57 321 646 2788

www.noblesystems.com