

# Mortgage Services

Unified Contact Solutions from Noble Systems®

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

Noble Systems offers powerful technology solutions for the **Mortgage industry** that can help you increase your contact rates, enhance efficiencies, and streamline program management. Our enterprise solution gives you the tools to manage lead generation and new applications, customer service, and collections in one integrated package. With Noble, you can expand the productivity of your agents, use resources more effectively, monitor system activity, manage existing accounts, and deliver improved sales results!

- > Increase Productivity with More Right-Party Contacts & Caller ID
- > Manage Lead Generation, New Applications, Customer Service & Collections in One Single, Integrated Platform
- > Improve Efficiency through Advanced Call Pacing Algorithms to Make More Presentations per Hour
- > Schedule Appointments Easily with Integrated Calendar-based Appointment Setting Tools
- > Increase Close Rates with Skills-based Routing to Send Prospects to More Successful Agents First
- > Identify Trends & Potential Issues with Speech Analytics
- > Manage Scripts, Workflows & Applications with a Flexible Custom Development Tool
- > Improve Quality with Integrated Agent Monitoring & Digital Voice & Screen Recording
- > Enable Self-Service for Customers & Save Agent Resources by Offering Personalized Notifications & Interactive Payment Tools
- > Achieve Regulatory Compliance while Maintaining Productivity
- > Create A Unified Environment for All Outbound & Inbound Communications via Multimedia Voice, Email, & Web Services
- > Gain the Power of a Stable, High-Transaction Platform
- > Maximize Performance with the Dynamic Management Suite

“ I would recommend Noble to anyone. **The results have been amazing.** We have **increased overall productivity by 150 - 200%; lead generation is up 250%.** I can *manage agents more effectively* – I can pull up results, see agent activity, and watch everything they do from a productivity standpoint. ”

“ Noble offers an **all-in-one solution.** We have *improved productivity* from agent activity to program management. We have **increased dials per hour and contacts per hour.** We have *improved list penetration, better list management & more control* of production tracking. ”

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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. Calendar-based appointment setting tools let you schedule meetings for qualified leads, or complete an application form and transfer the call directly to a loan officer for even faster processing.

## 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 mortgage and collection 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 customers of new opportunities, to verify new accounts, and to send payment reminders. Self-service menus allow owners to respond immediately with automated functions, such as payment processing. Inbound options allows owners to make account changes or even complete a basic application – 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. Sales calls can be sent to more effective closers, or route calls for new and existing customers 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 changing call volumes while optimizing agent activity. Integration with our built-in database, or with your existing systems, ensures that your customer account 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 owner 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.

- > Predictive Dialer & ACD
- > Universal Queue & Blended Contacts
- > Integrated Relational Database with Complete Contact Histories
- > Multiple Phone Numbers per Record
- > Customized Scripts & Agent Desktops
- > Appointment Setting Calendars & Application Form Tools
- > 'Virtual' Agents, Automated Outbound Messaging, IVR & Text-to-Speech
- > Customer Self-Service with Interactive Menu Options for Account Changes & Payments
- > Workforce Planning, Skills-Based Routing & Account Ownership Features
- > Agent-Specific Callback Scheduling
- > Mortgage & Collection System Interfaces
- > Digital Voice & Screen Recording & Speech Analytics
- > Answering Machine Detection
- > Credit Authorizations & Processing
- > Internal & External Call Transfers
- > Call Pacing Selection by Program
- > Real-time, Onscreen Reporting with Up-to-the-second Data Accuracy
- > 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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