



## Interval International

Interval International provides its members with a variety of exchange services and other exciting benefits to enhance their vacation experiences. The company's Quality Vacation Exchange Network<sup>SM</sup> includes a global association of nearly 1,900 resorts. To help them manage services for over one million member families worldwide, Interval International needed a flexible and powerful call center management solution.

Interval International's world headquarters in Miami, FL, selected the contact center solution from Noble Systems Corporation. In Noble, the company found a suite of call center technology that not only delivers industry-standard functionality, but also goes beyond other systems to offer customizations and advanced features that help Interval International take control of their telesales and customer service programs.

"Noble is a great solution for us," observed Lucy Fuentefria, Assistant Vice President of Membership Services for Interval International. "The system gives us a number of features that help us run our center more efficiently, from developing campaigns to managing agents."

The Noble *Dynamic Campaign Builder* (DCB<sup>TM</sup>) campaign development tool saves IT resources by making building new applications quick and easy - even for non-programmers. With access to real-time reporting, managers can review program statistics on-screen, keeping them informed with up-to-the-minute data. Any changes or adjustments can be made on-the-fly and are implemented instantaneously.

One of Interval International's specific requirements in its search for telephony technology was the ability to work with the company's existing customer database. Noble Systems accommodated this need by developing an interface that links Noble directly to their IBM AS400 system. With On-line Transaction Processing (OLTP), Noble pulls

### Summary:

Interval International has been at the forefront of the travel industry, maintaining the highest standards of excellence, since 1976. Noble Systems helps them manage their call center functions to provide quality service to over 1.2 million members around the world.

**Industry** | Vacation Ownership

**Applications** | Telemarketing & Customer Service

**Solutions** | Blended Inbound & Outbound Contacts, Custom Workflows, Floating Agents, Call Transfer, Custom Integration to AS/400, Graphical Real-time Reporting

**Seats** | 98

information from Jwalk and pushes it to agents' desktops via screen pop. Any changes made to the file are then immediately recorded and sent back to the mainframe to update the database, providing a seamless integration. Noble Systems' programmers also helped build custom templates to meet Interval International's reporting needs.

Noble also contributes to increased agent productivity with call blending, allowing agents to manage both inbound and outbound calls, without requiring them to log-off of one program and log-on to another. Call transfer features allow agents to direct customers to other agents or departments, so that customer issues can be addressed efficiently, rather than making a customer hang-up and redial. 'Floating agent' stations allow agents to log-in from any PC, facilitating more effective use of workstations and space. With Noble, any station can serve as an agent station or a manager station, depending on the user's log-in and security permission.

"We have found an outstanding call center partner in Noble Systems. They were able to work with us on programming Noble to meet our needs for data exchange," Lucy Fuentefria said. "Our service agents need to have access to customer records. Our managers required customized reporting. Noble gives us the ability to have all the information we need at our fingertips. And, the system's Linux platform provides a stable environment and helps us minimize downtime."

With Noble Systems, Interval International can set a course to reach new heights of customer service excellence.

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**Lucy Fuentefria**  
Asst VP, Member Services

#### ABOUT NOBLE SYSTEMS CORPORATION

Noble Systems Corporation is a global leader in contact center technology solutions, providing innovative products since 1989. Every day, millions of customer contacts are made by agents at 4,000+ client installations worldwide 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 real-time reporting and management tools. Call 1.888.8NOBLE8 or visit Noble Systems online at [www.noblesys.com](http://www.noblesys.com).

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