

SUCCESS STORY



Navy Federal Credit Union is the largest credit union in the world with over \$25 billion in assets and 2.6 million members. Navy Federal has 109 branch offices and 301 proprietary ATMs worldwide. The credit union serves all Department of the Navy (DON) military and civilian personnel, contractors who provide service to or work for DON on a regular basis, and their families. Navy Federal offers a wide variety of services and products in an expanding effort to be the primary lender of choice to our growing membership.

Navy Federal was using a dialer to automate its outbound calling program, but the system offered limited functionality and support. Thomas Greek, Manager of Collections, states, "Our previous dialer company provided poor customer service and support. We needed a company to support our growing infrastructure and provide easy-to-use reports for analysis."

The credit union utilized a Request for Proposal process to explore new solutions for its contact center needs. After reviewing the options and meeting with several vendors, Navy Federal selected the *Noble® Enterprise Solution* from Noble Systems. "Noble offered a powerful outbound platform and the ability to handle inbound calls," says Greek. "The suite also included enhancements for reporting and monitoring as a part of the standard solution – without having to add-on a lot of options. And, their service and support personnel seemed to be top notch."

Navy Federal is using the Noble solution to manage its collections activities. The *dialer* offers eight different pacing algorithms, which can be set on a campaign-by-campaign basis. It also features automatic screening of busies, no answers, disconnects, privacy devices, and answering machines. "We are using the *Preview Dial* mode, which allows our agents to review customer information before the call is dialed, so they can become familiar with the account," notes Greek.

Noble also offers three methods for *Agent Monitoring*, including Listen, Coach, and Barge. Greek explains, "We are using the agent monitoring to help improve the quality of calls. With the Coaching mode, our managers can speak directly with the agents during the call, without the customer hearing the instructions," Greek says.

The Linux-based Noble platform is built around an open architecture, enabling integration with the credit union's existing equipment and software. Greek explains, "We are connecting to our Avaya PBX, which allows us to transfer inbound calls to agents on the Noble system, so that we can track their activities and results. We are also interfacing with recording and monitoring software from Witness Systems. The ability to use the equipment and applications we already owned rather than buying new systems was a cost-saving factor."

The *Noble Maestro* management and reporting portal gives Navy Federal interactive reporting tools, with options for on-screen views of real-time activities, wizards for common

Summary:

Navy Federal Credit Union is the world's largest credit union, serving the financial needs of 2.6 million members. Looking to replace an existing dialer with performance and support issues, the organization selected the *Noble Solution*. Noble provides a unified platform for outbound and inbound calls, and allows Navy Federal to manage its activities, agents, and programs more efficiently.

Industry | Financial Services

Applications | Collections

Solutions | Outbound Predictive Dialing, Blended Inbound Processing, Custom Script Development, IVR, Agent Monitoring, Real-time Reporting, Report Archiving, Data Replication, Interface to Avaya PBX and Witness Systems, Development Platform

Stations | 350

functions for agent and campaign setup and management, administrative tools, and standard and custom reports. "The Agent Stations view is extremely useful for the daily management of our programs. It shows us the current status of every agent, and supervisors can select agents to monitor at the click of a button. We can also drill down for more details on any individual agent," observes Greek. "The Excel-based reports help make reporting much more efficient for our managers and we have access to a wide range of information on agents, groups, lists, campaigns, system resources, and more."

Noble Systems provides complete Project Management and Training services for every installation. Greek states, "We have received excellent training and support throughout our implementation process, as well as on subsequent projects." In addition, the *Noble CARE* Support Team offers clients 24x7x365 technical assistance through its Annual Support and Maintenance Plans. The support plan includes software upgrades, users group membership, and an Escalation Policy that escalates issues through management, all the way up to the CEO within minutes, instead of within days.

Navy Federal selected the Noble Solution to replace its existing dialer to improve program management and agent productivity. Noble gives the credit union a full-featured solution for managing outbound and inbound collections activities. "We have a much better understanding of how our programs are performing and what the system is doing for us," Greek says, "and we have experienced less down time than with our previous dialer." With Noble Systems as its contact center technology partner, Navy Federal is able to manage its programs more effectively, and will be able to meet its changing technology needs as the credit union continues to grow.

" Noble gives us more features than most other vendors, including enhancements for reporting and monitoring, and the service and support personnel are top notch. Our managers can coach agents during calls and the reports are easy-to-use for analysis. We have a much better understanding of how our programs are performing and what the system is doing for us and we have experienced less down time than with our previous dialer. "

Thomas Greek
Manager of Collections

ABOUT NOBLE SYSTEMS CORPORATION

Noble Systems Corporation is a global leader in contact center technology solutions, providing innovative products since 1989 for Unified Communications, Business Process Management and Analytics. 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 for premise, cloud and hybrid environments include advanced ACD, predictive dialing, blended processing, recording and monitoring, IVR, messaging, interaction analytics, decisioning and workforce management. Call 1.888.8.NOBLE.8 or visit Noble Systems online at www.noblesystems.com.

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