



Penn Foster

Penn Foster delivers state-of-the-art, distance education for individuals, businesses and institutions around the world as a part of the one of the world's largest providers of tailored learning solutions. In the academic marketplace, it serves secondary, post-secondary and graduate-level students, teachers, and learning institutions in both traditional and distance learning environments. In the professional and corporate training marketplaces, the company offers adult education and certification materials for corporations, training centers and individuals. Penn Foster products and services are offered throughout the world, through direct channels and via a worldwide network of distributors.

Penn Foster manages collections and telemarketing of remote learning courses through its contact center in Scranton, Pennsylvania. The company purchased the *Noble™ Solution* to provide increased outbound capabilities and to enable blended calling. "We were looking for a highly flexible solution that could give us powerful outbound management and which would work well with our Nortel Symposium switch. Noble Systems provided that flexibility, and the ability to customize the solution to meet our needs," says Glenn Robbins, CT Manager. "We spoke with several other Noble users, and their references really helped make the buying decision for us." Since its initial purchase of 24 stations, the group has added an additional 10 seats. The scalable *Noble Fortress* platform allowed Penn Foster to maximize its investment by expanding its existing system, rather than requiring them to start from scratch.

The open design of Noble's solution supports integration with Penn Foster's AS400 database through the Nortel switch to provide screen pops of caller information using CTI. The system looks up customer records based on DNIS/ANI detection for both inbound and outbound calls, and can send the information to the agent or collector screen for immediate access. Updates to information are recorded in the database immediately. Noble also works with the Nortel switch to provide assistance with inbound overflow calls.

For outbound calling, the *Noble PDS (Predictive Dialer Solution)* gives Penn Foster power and performance, increasing productivity and reducing the number of unconnected calls that are passed to agents. Buses, no answers, and disconnects are automatically screened out. The system also identifies answering machines, and Penn Foster can leave pre-recorded messages with information and call-back details on the machines, reserving agent resources for live calls.

The Noble Management Suite includes *Noble DCB™ (Dynamic Campaign Builder)* for creating custom agent scripts and campaigns. The interface allows managers to create sophisticated campaigns without the need for complex programming skills. Modifications to campaigns can be made on-the-fly and take effect immediately, without requiring system downtime or forcing agents to log-off.

Summary:

Penn Foster is one of the world's largest providers of tailored learning solutions. The company added the power of the *Noble® Solution* to its contact center technology platform for outbound dialing and inbound calls. Noble's CTI features and flexibility are helping Penn Foster improve agent efficiency and productivity.

Industry | Education

Applications | Collections & Telemarketing

Solutions | Outbound Predictive Dialing, Inbound Blending & Call Overflow, IVR, Recording, Custom Scripting, Real-time Reporting & Monitoring, Integration to Nortel Symposium and AS400, Screen Pops, Automated Messaging

Stations | 34

Noble DCR™ (Dynamic Center Reporter) is another piece of the Management Suite. With DCR, managers have access to real-time reporting and monitoring of agents, groups, lists, campaigns, and system resources. Current status, performance statistics, and results can all be viewed on-screen. And, with a library of standard reports and custom reporting tools, managers can get information on virtually any field within the system. All call activities and results are recorded in one-hundredths of a second, for the most accurate and up-to-date information. Robbins says, "We really like Noble DCR for managing our agents and campaigns. It is easy to use and helps us coordinate resources, allows us to see what is working and what is not, and gives us more control over our programs. Being able to see the actual real-time status of each agent in color-coded views also helps us manage our team more effectively."

Noble Systems' team of developers worked with Penn Foster to create the custom interfaces that were required for its CTI needs. Manager training is included with every purchase, with both on-site, hands-on system administration training and classroom workshops for the DCB toolkit. And, Noble Care® offers technical support through its 24x7 toll-free hotline. "The training and support teams have far exceeded our expectations," observes Robbins. "They are knowledgeable and committed to getting you the right answer to your requests."

By adding the Noble Solution to its contact center technology tools, Penn Foster has improved the performance and productivity of its outbound and inbound programs. "With Noble's CTI blending, our agents have become more efficient and we are able to manage our campaigns more effectively," Robbins concludes.

" Noble Systems provided a powerful outbound solution with the flexibility to work with our existing switch and the ability to customize the solution to meet our needs. Noble's reporting and management tools are easy to use and help us coordinate resources, allow us to see what is working and what is not, and give us more control over our programs. "

Glenn Robbins
CT Manager

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.

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