

Teleperformance USA



As part of worldwide Teleperformance International, Teleperformance USA (TPUSA) provides its customers with support as part of a network of call centers in more than 30 countries. Collectively, Teleperformance call centers make in excess of 60 million contacts annually with over 10,000 agents working in 20 languages. TPUSA's objective is to offer their customers (banking/financial, telecommunications and member services) a total solution, and a single-point-of-contact for all their services.

The call center industry continues to change as customer needs and demands increase. TPUSA needs a partner who can help them stay ahead of the curve.

Noble Systems provides the solution by supplying a highly sophisticated predictive dialer, programming tools, and support that empower TPUSA management to run its business effectively and respond to customer requests.

Based on Noble's open architecture, flexibility and customization, TPUSA provides real-time sales data to many of its customers. "Without IT support, we send reports within seconds during a financial loan campaign. Loan officers on the receiving end can follow-up and manage each lead immediately," says Kelly Dworak, Executive Vice president, Operations.

Noble's sophisticated technology provides the bandwidth required to respond to customer needs – now and in the future:

- TPUSA offers a truly blended environment. For instance, based on customers requirements, they can blend order-taking and outbound. Teleservice agents who would ordinarily be idle during slow inbound periods, are automatically taking outbound calls. "Blended Inbound/Outbound is in demand because it's efficient and cost effective - savings are passed along to our clients," says Robert Hardesty, vice president, sales and marketing.
- Noble Systems offers the *Digital Recording System (DRS)* with call recording capabilities that allow TPUSA clients to listen to customer conversations. By reviewing recordings, clients determine the effectiveness of the scripts, campaigns and can make adjustments as needed to increase productivity – immediately.
- Noble's centralized management and reporting tools allow TPUSA to manage multiple locations from a single corporate site. TPUSA's

Summary:

Teleperformance USA (TPUSA) is rated the seventh fastest growing teleservices and CRM agency in the country. Since 1993, TPUSA offers a complete range of services including inbound and outbound telemarketing, consulting, order entry, fulfillment services, market research, and database management.

Industry | Service Bureau

Applications | Telemarketing, Customer Service, Database Management

Solutions | Blended Inbound/Outbound, Call Recording, Real-Time Reports, System Development Tools, Multiple Site Management

Seats | 2400 in 40+ sites

network operational center is located in Salt Lake City,. With remote management and roll-up reporting, the company can cover 40 call centers in 4 countries.

- In addition, Noble's Real-Time Reporting capabilities stand head and shoulders above the competition. A favorite option is reporting "on the fly." Dworak says, "We produce operational statistics reports on the hour, and can compare conversion rates versus contacts and talk-time ratios. Before, we pulled reports the following day, - now, we get the data immediately."
- For complex programming changes, Noble Systems is available for programming or will provide the development tools to your technical staff, once certain training requirements have been met. TPUSA manages a multitude of various projects for many different clients - change is inherent. "Noble Systems allows us to keep up with current needs and take on new business without disruption or loss of productivity," says Hardesty.

Noble's flexibility and customizable features are key elements of TPUSA's success. "We can tie into different databases, computer systems, and become an extension of each client's business," Hardesty observes.

Teleperformance USA's primary focus, driven by customer needs, is to continue to enhance their services with the help of Noble's state-of-the-art call center technology. Hardesty concludes, "We plan to become one of the largest marketing agencies in the country...we'll do that with Noble Systems."

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Kelly Dworak
EVP, Operations

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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