

U.S. Remodelers



U.S. Remodelers, Inc., is a wholly-owned subsidiary of U.S. Home Systems, Inc. The companies are engaged in the manufacture, design, sale and installation of custom quality specialty home improvement products through direct consumer marketing. Through U.S. Remodelers, U.S. Home Systems operates sales and installation centers in 14 major metropolitan areas in the United States.

U.S. Remodeler's use of direct consumer marketing as its primary sales strategy translates to the need for a reliable and effective method of managing customer contacts. To support its telemarketing and appointment setting activities, the company embarked upon a search for a contact center solution, and found the technology suite from Noble Systems.

The main decision to include Noble in the company's business strategy was based upon the wide assortment of features inherent to the solution. System quality and reliability were other selection criteria. In addition, the system came highly recommended by other Noble users. According to Steven Gross, Vice President of Marketing for U.S. Remodelers, "The Noble solution offered the best value proposition of all the contact center solutions that we looked into purchasing. It gives us each and every single application we need for our sales efforts."

One of the Noble features making a significant contribution to U.S. Remodelers' bottom line is its advanced Call Blending capability. Unlike most other contact management solutions, every workstation in the Noble system can be setup as a blended station. Agents are able to take incoming customer service calls while making outbound appointment setting calls on the predictive dialer. Inbound calls are given priority, and callers are put through to agents immediately. This blending feature means the company does not have to hire more agents to staff separate inbound and outbound functions. Employee time is maximized, allowing them to perform tasks previously fulfilled by different groups of agents. "Since we started using Noble, we have seen a dramatic reduction in our labor costs," Gross says.

The inbound *Automatic Call Distributor (ACD)* routes incoming calls with intelligent routing. Callers can select options from a pre-recorded menu and, depending on the routing method selected, are directed to the first available agent, or to one that best fits the caller's needs (skills-based routing). While many contact

Summary:

U.S. Remodelers, a home improvement company with its National Call Center located in Boca Raton, Florida, uses the technology suite from Noble Systems Corporation to schedule appointments and increase sales.

Industry | Home Improvement

Applications | Appointment Setting

Solutions | Outbound Predictive Dialing, Blended Inbound Processing, Script Building, Appointment Setting, Skills-based Routing, Custom Reporting, On-site & Remote Monitoring, Intelligent Routing, Do NotCall List Management

Seats | 16

management/predictive dialing technology suites require systems integration with a telecommunications switch to provide inbound call processing, the Noble platform is built with this dynamic ACD function.

U.S. Remodelers is also taking advantage of Noble's *Appointment Setting* option. Developed by Noble Systems' innovative programming team, the module interfaces directly with Noble's powerful relational database and inbound/outbound calling engines. Agents can access customer records as they talk with clients and prospects, delivering a polished, professional image while instantly responding to customer interest. Appointment scheduling options include the ability to set appointments for multiple offices using sequential or split-shift schedules, and zip code support to ensure that appointments are assigned to the correct location. And, because Noble is equipped with internal and external call transferring, agents can actively assist clients, meeting their individual needs and reducing the amount of time customers spend on hold.

U.S. Remodelers is also impressed with the effectiveness of Noble's Do Not Call List Management. "Since switching over to Noble Systems," Gross commented, "we receive virtually no complaints from customer that have requested to be put on our DNC list."

"Overall, the experience with Noble Systems has been excellent," observes Gross. "The agents like it and the system is easy to use. Noble gives us the ability to manage our operations much more efficiently, and the company is seeing huge benefits."

"Noble Systems offered the best value proposition of all the contact center solutions that we looked into purchasing. Overall, the experience with the Noble has been excellent, and the company is seeing huge benefits."

Steven Gross
Vice President of Marketing

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.

Copyright © 2010 Noble Systems Corporation. All rights reserved. No part of this document may be reproduced in any form or by any means without written permission from Noble Systems Corporation. Noble Systems, Noble, Composer, Maestro, the n-logo, Amcat and Liberation are registered trademarks of Noble Systems Corporation. All others are property of their respective owners. While every precaution has been taken to ensure the accuracy of the information contained in this document, Noble Systems Corporation assumes no responsibility for inadvertent errors or omissions. The information contained in this document is subject to change without notice.



Americas: 1.404.851.1331~1.888.866.2538
APAC (AUS): +61 (02) 8222 0500
EMEA (UK): +44 (0) 161 772 7100
LATAM (BR): +55 (11) 3266 7355

www.noblesys.com