

SUCCESS STORY



Permanent tsb's Asset Management Unit is a new contact centre in Dublin City Centre dealing with Mortgage arrears and collections. Permanent tsb's AMU approached Noble Systems and asked them to provide a complete contact centre solution to meet their growing needs. The solution needed to be a complete package encompassing all areas of the contact centre. Before deciding on the *Noble® Solution*, permanent tsb's AMU went through a full due diligence process with a selection of contact centre solution providers. Noble was chosen based on its functionality, commercials and compliance capabilities.

Ireland is unregulated in terms of dialling compliance, but permanent tsb wanted to ensure that they started this new contact centre by following the same guidelines and principles set out by Ofcom in the UK. Customer service is key to their ethos and therefore wanted a solution that would allow them to manage and minimize silent and nuisance calls to their customers.

Marc Hicks, Dialler Manager said "When choosing a supplier, we looked at a number of options. For us, the *Noble Enterprise solution* ticked all the boxes in terms of functionality, commercials and compliance. We also wanted a supplier that was keen to partner with us to provide a best in breed contact centre and foster a relationship that would last".

Permanent tsb were delighted with the implementation process as the whole solution was installed in less than four weeks. Praise was given to the engineers and subsequent support on upgrades; Noble's support team were described by staff at permanent tsb as extremely helpful and knowledgeable.

The Noble Enterprise solution for permanent tsb includes the *Noble Predictive Dialler*, *call blending*, *SIPhony* IP-based telephony platform, *Composer Agent Desktop* Scripting & Workflow tool, *ShiftTrack* blended Workforce Management (WFM), *Speech Analytics*, *IVR* and *IVR* payment line. The key to increasing productivity has stemmed from the Noble Enterprise Suite's ability to automate many manual processes and to provide an effective and granular system of monitoring and reporting on the collections staff.

Noble Systems' main USP for permanent tsb was that they could maintain the dialler in a blended environment without the need for a separate PBX. This meant that the solution was more cost effective and the skills based routing was able to mimic telephony functions. Today, permanent tsb have 235 staff using the Noble solution.

In addition to payments taken by agents, the Noble solution will enable automated and self-service collections and mortgage arrears payments through the Noble *IVR* payment line. In addition, the bank has recently launched dynamic call routing that can intelligently route calls throughout the business based on information held on a specific customer.

Summary:

Permanent TSB's Asset Management Unit is a new contact centre in Dublin City Centre dealing with Mortgage arrears and collections. They select Noble Systems' Enterprise solution that includes *IVR* and *Speech Analytics*.

Industry | Collections

Applications | Mortgage arrears and collections

Solutions | Noble Enterprise Predictive Dialler, Inbound Blending, IP telephony platform, Composer Agent Desktop Scripting & Workflow, ShiftTrack Workforce Management (WFM), Maestro Reporting & Management, SIPhony/VoIP, CRM Integration, Integrated *Speech Analytics*, *IVR* and Self-Service

Stations | 235

In the future, the group aims to take advantage of the Noble platform's open design and integration abilities to provide their agents and staff with a fully unified desktop that directly integrates agent workflow with their collections software, further increasing efficiencies.

"Since installing the Noble platform, productivity has gone through the roof in terms of Right Party Contacts," states Marc Hicks, Dialler Manager. "We have seen increases in contact and RPC rates across the board and the Noble dialler system has made it possible to reach more customers than ever. We really hope the Noble system will improve the experience our customers have when making contact with us here at the AMU."

" Since installing Noble Systems, productivity has gone through the roof in terms of Right Party Contacts. We have seen increases in contact and RPC rates across the board and the Noble dialler system has made it possible to reach more customers than ever. "

Marc Hicks
Dialler Manager

ABOUT NOBLE SYSTEMS CORPORATION

Noble Systems Corporation is a global leader in the customer communications industry, providing innovative solutions for Unified Communications, Business Process Management and Analytics. Tens of thousands of agents at 4,000+ client installations worldwide use Noble platforms to manage millions of customer contacts each day. Noble offers a unified suite of multi-channel inbound, outbound and blended contact processing, strategy planning, and resource management tools for companies of all sizes. Our CPE, CaaS and innovative premise/cloud hybrid platforms include ACD, predictive dialling, blended processing, recording and monitoring, IVR, messaging, interaction analytics and workforce management. Call +44 (0) 161 772 7100 or visit www.noblesystems.com.

Copyright © 2014 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 and the n-logo 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. Solutions and Services described above are representative; a mutually-executed agreement will contain the specific functionality and services to be provided.

Company Registered in England no 03875607. Address: Noble Systems UK Ltd, 11 Commerce Way, Westinghouse Road, Manchester, M17 1HW



Americas: +1.404.851.1331-1.888.866.2538
APAC (AUS): +61 (02) 8222 0500
EMEA (UK): +44 (0) 161 772 7100
CALA (MX): +52 (55) 5488 6828

www.noblesystems.com