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MISSION: OPTIMIZATION



Experience the “MISSION:OPTIMIZATION” Challenge at SNUG 2009

Your Mission is to achieve the Optimization of your contact center. Join us for SNUG 2009 to discover how your unified solutions from Noble Systems can help you reduce costs, save resources, and make more money using your existing technology. Noble Systems will host the 8th annual SNUG conference from May 12 – 14 at the Westin Atlanta North hotel.

Op•ti•mize: To make something function at its best or most effective; to use something to its best advantage



This year's conference will focus on Best Practices and Real-world Examples to demonstrate how you can use Noble to optimize your technology, your operations, your workforce, your resources, and your investment – improving performance in every area of your contact center. You'll learn how companies have doubled their productivity while using fewer resources with the unified Noble platform. We will show you the latest Noble products and features, introduce you to other users to share knowledge, and give you the latest industry news from contact center experts.

The SNUG Conference brings our clients together to share ideas and tips and to meet the people who make up Noble Systems. A variety of educational sessions are offered to showcase different areas of interest for the Noble products and the contact center industry.

Your registration fee gives you access to all User Conference sessions, including the Keynote Address, Featured Speakers, and educational break-out tracks, as well as our free Certification Workshops. The fee also includes the Welcome Reception on Tuesday evening, meals during the conference on Wednesday and Thursday, and our Gala Dinner on Wednesday night. In addition, attendees can take advantage of our On-site Help Desk, staffed by the Noble Care® Support Team. Make sure you register early!

An *Early Adopter Discount* is available for registrations made by March 27. Clients sending multiple attendees can take advantage of *Companion Rate* discounts. Our popular Certification Workshops fill up quickly and space is limited. The SNUG conference is open to all Noble Systems clients with active Annual Support Plans.

Learn more at www.nobleusersgroup.com. Click on **SNUG 2009** to visit the conference website for complete event information, including the Agenda Overview and list of Educational Sessions, as well as Travel & Hotel Information.

If there is only one contact center event you attend this year, make it SNUG 2009. Let us show you how you can do more with less, with information tailored to your contact center technology environment. We look forward to seeing you!

Creative Solutions to Fight the Economic Downturn

A letter from James K. Noble, Jr.

In today's business environment, companies of all sizes, in all industries, are looking for ways to streamline operations and cut costs. As your contact center partner, Noble Systems is dedicated to providing a full-range of solutions to help you optimize your operations.



Your Noble Systems contact center technology is a powerful platform to manage your contacts and your resources more efficiently while maintaining productivity. While our technology solutions are the hallmark of our company, they are only a part of our full suite of products focused on helping your center succeed.

Our **Technology and Operations Performance Assessment (Noble TOP)** is designed to identify new opportunities to enhance the functions of your center. The program includes a review of current key process indicators, workflows, and technology to help you improve productivity and efficiencies.

In addition, Noble Systems offers opportunities for you to save money – and even to *earn* money – just by doing the things that you do every day. The **Noble Dial Rewards** program is an easy way to get money back from the calls your center already makes! This special program is simple and **FREE** to Noble clients! Just sign up, follow the easy set-up instructions to configure your Noble platform, and define your Caller ID tags. You will start receiving a check every month, earning money from each outbound call you make – all from dialing your outbound programs.

And, don't forget to join us for **SNUG 2009 - Mission : Optimization**, where you can meet other users and discover their Best Practices to boost performance and productivity.

Contact your Noble Sales Rep to learn more about these and other solutions from Noble Systems that can help you fight rising costs and maximize your contact center business.



5 Tips for Improving Contact Center Productivity

Want to jump-start your contact center productivity? Here are 5 tips from contact center experts that can help you take your programs to the "next level", so you can get more from your operations every day, build performance, and grow your contact center empire.

1 QA & Monitoring

Are you using good QA Measurement forms? Do your customer satisfaction numbers match up to your own QA results? Make sure that the numbers you are measuring are the right ones to meet your program needs.

2 Agent Staffing, Training & Motivation

Put time into building the best agents. Develop team rapport through the use of contests & positive feedback to keep agents motivated. Reward "quality" performance. Use daily spot training to keep agents fresh. Meet with agents in focus groups each day to find out why the best ones are succeeding or why low-performers are having trouble.

3 Scheduling Management for Proper Staffing

Make sure you have the right resources at the right times, working the right accounts, to help you meet service level & customer satisfaction goals.

4 Setting KPI's & Client Expectations

Set goals & create accountability by sharing the expectations with the entire team. Let the team know when goals are met -- and when they aren't.

5 Real-time Reporting

Keep on top of your center activities, watching results constantly. There should never be an element of surprise. Communication is key at every level.

Noble Systems Receives Industry Recognition for Innovative Solutions

Noble Systems was named as one of *Collection Advisor* magazine's **Top 50 Collection Technology Products**. The award was presented at the Collection Advisor Tech 2008 conference.

Noble Systems was nominated for its ability to help clients increase collector productivity and collection results by offering a single, unified platform with the flexibility to tailor solutions to meet its clients' individual business needs, integrate with existing applications, and support growing collections operations.

The *Collection Advisor Technology* awards recognize those individuals and companies within the industry who have made an impact on collection technology and its associated community. Presented by *Collection Advisor* magazine, the winners of the Collection Advisor awards are chosen based on nominations and on consideration by the award committee.



Noble® *Composer Web Agent* received a **2008 Product of the Year Award** from Technology Marketing Corporation's (TMC®) *Customer Inter@ction Solutions*® magazine. *Composer Web Agent* is a powerful agent workflow design and desktop unification tool for web-based agent environments, helping companies improve agent productivity, reduce training costs, increase customer service quality, and leverage technology investments.

Customer Inter@ction Solutions has been the leading publication in the CRM, call center and teleservices industries since 1982™. The magazine's award program honors the companies which demonstrate excellence in technological advancement and application refinements to benefit the contact center experience as well as ROI for the companies that use them.



NOBLE NOW is a series of informative Webinars focusing on a variety of topics related to the contact center industry, such as WFM, Speech Analytics, Best Practices, & more.

Visit NOBLE NOW on the Noble Systems website to view our library of past presentations and to learn about upcoming events.

noblesys.com/noblenow.aspx



CBV Collection Services Upgrades Technologies & Performance with the Noble® Solution

CBV Collection Services, Ltd. has been a single-source solution for Commercial and Consumer Collections since 1921. As one of the leaders in the Canadian collection industry, the agency has a reputation for creating specialized solutions for its clients. Noble Systems helps CBV to deliver quality services by providing a flexible, full-featured contact center technology platform.



CBV selected the flexible Noble technology solution to meet the diverse needs of its clients. "We had an older generation predictive dialer which had no IVR, ACD, or TTS, and was limited in terms of scalability and functionality," explains Bob Richards, EVP – COO. "We hoped to find a

new platform that would provide these tools and that would give us the ability to grow the system and add new features."

CBV manages its outbound and inbound debt collections programs on the Noble platform. The blended environment allows CBV to improve collector productivity by receiving both outbound and inbound calls without manually switching from one program to another. Outbound calls are made using a variety of dialing modes, including "on demand", predictive and power, depending on the needs of the program. Inbound calls are handled more efficiently through skills-based routing, to get the caller to the collector best able to meet their needs and increase first call resolution.

CBV is also using the system's unified **Noble IVR** and **Noble Text to Speech** features to increase productivity, customer service, and efficiency. Richards says, "The integrated IVR and text to speech are some of our favorite features. The IVR allows 'live connects' to be delivered to skilled agents, and we can use it to deliver important messages to listeners holding for an agent. The messages are easy to

record or edit and assign by campaign. We also use *Unattended Call Messaging* with IVR options which helps us to penetrate large lists of accounts several times per day without any outbound labor expense."

"The reports are outstanding", Richards observes, "and the information they provide is crucial to improving performance. For example, the *Agent Report* records all activities of an agent's time, including logged in, wait time, after call work (ACW), number of calls taken, right-party contacts (RPC), and promises made. We are currently working on benchmarking these performance measurements."

" Noble offered the best platform to fit our needs for a *unified and flexible system*. It provides the information we need to **improve performance, increase account penetration, and improve collector productivity.** "

Noble Systems has provided a unified platform to support CBV's specialized collections programs, with the ability to create individual campaigns for the agency's clients, the flexibility to integrate with its existing environment, and the scalability to support its growth and to add new features. Working with the **Noble® Solution** is helping CBV meet its goals. Richard says, "Since implementing Noble, we have experienced an increase in account penetration, we have achieved more inbound flow from our automated programs, and we have seen our collectors become more productive."



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EVENT CALENDAR

FIA International Fundraising Conference

Sydney, AUS
Feb 27 - Mar 2

ARDA 2009
Orlando, FL
Mar 29 - Apr 2

SNUG 2009
Atlanta, GA
May 12 - 14

