



NOBLE • NEWS

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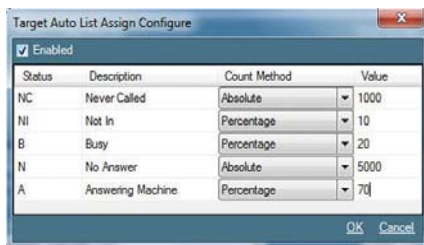
A great contact center platform is never static; it needs to be always growing and changing to help contact centers manage their dynamic environments. Noble Systems continues to evolve our *Composer* and *Maestro* solutions to offer even more advantages for agents and managers. These portals for workflow and desktop design and for contact center management and reporting are the cornerstones of the Noble® Solution, and they combine award-winning functionality with an expanding suite of features that increase flexibility and productivity, improve the customer experience, and make managing campaigns and resources more efficient.

Noble® *Composer 9.2 Web Agent* introduces new features for web-based contact center agent workflow and desktop building. *Composer 9.2 Web Agent* is built upon the award-winning Noble *Composer* program to unify agent desktops and streamline tasks, and adds greater functionality for browser-based applications.

Designed in a Microsoft Windows .NET framework to ensure unmatched flexibility, *Composer 9.2 Web Agent* can support most major browsers and operating systems. Functioning in a web-based environment, the program can be accessed from any location through a broad array of desktop and mobile devices, seamlessly integrating remote agents and off-site personnel. New and enhanced features in *Composer 9.2 Web Agent* include:

- > Web-based support for Noble® *Mimic*, an agent desktop management portal that utilizes common interfaces for multiple data sources (including 5250, 3270 & VT100 emulation), workflow automation, call scripts and tools for communicating with customers.
- > Lightweight Directory Access Protocol (LDAP) support to eliminate the need for multiple login IDs per agent. LDAP & Microsoft Active Directory service integration allow simplified user administration to add/delete users, manage user permissions, and authenticate log-ins.
- > Enhanced support for the award-winning *Debtor Contact Management System (DCMS)*, a customizable workspace that empowers account recovery agents to move seamlessly between predictive, preview and 'push-to-connect' dialing.

Noble® *Maestro* also offers new tools that make it easier to manage your contact center. Here are just a few highlights: *Advanced Campaign & Call Handling* features to define dialing rules for each individual campaign, as well as for each individual call. *Target Auto List Assign (TALA)* helps centers cover more lists per campaign by assigning multiple lists for simultaneous production,



with absolute or percentage goals per list. *Best Time to Call (BTTC)* improves dialing strategies, using past results to predict when an individual is most likely to be contacted. *Callback Manager* helps eliminate missed callbacks by viewing scheduled calls and re-assigning or modifying them for changes in staffing.

Does your center have the newest releases? Upgrading is easy and software enhancements are free for clients with active support plans! Contact your Account Manager or Noble Support to learn more.

Building an Industry-Leader to Better Serve Our Clients

A letter from James K Noble, Jr

The Development Team at Noble Systems is always working to bring you new solutions that help you do more with your Noble platforms. For example, we are excited to see how quickly our innovative Noble® SIPhony solution is being adopted. New clients are implementing our contact center in a cloud technology and existing Clients are updating their platforms to SIPhony, which supports SIP, TDM and hybrid environments, and offers virtually limitless expansion potential. Companies such as Contact Centres Australia, Docomo interTouch, Homestead Technologies, PacificHub and Vericrest Financial are among those taking advantage of SIPhony's flexibility for distributed environments, increased capacity and reduced costs. The industry is also recognizing this unique platform, as demonstrated by our receipt of *Customer Interaction Solution* magazine's the "2010 IP Contact Center Technology Pioneer Award".



Our recent updates to Noble *Composer Web Agent* and Noble *Maestro* introduce new desktop and management features to streamline agent workflows and give you more control over your programs. If you are still using DCB or DCR, you will find that these upgrades make it easier than ever for you to manage your campaigns. Contact your Account Manager or the Noble Support team to learn more.

Just as our innovative solutions are forging new paths in contact center technology, Noble Systems continues to solidify our presence within the marketplace. This is reflected not only in our growing market share, but also in our representation of the industry. From our response to proposed FCC limitations on the use of cell phones for collections to our recent sponsorship of the *Customer Service Award* at the UK's Southwest Contact Centre Forum, Noble is working every day to act as advocates of the contact center industry and to serve the needs of our clients. At the same time, we continue to grow our organization in all areas, expanding our development, implementation, support, and services teams.

You can learn more about what is happening at Noble Systems this fall. In addition to the ATA, DCS and Call Centre Expo shows, Noble will be hosting our *Roadshow* series in cities around the U.S. and our on-going *Noble Exchange* seminars in the U.K. Check our website and watch your email for more event information.



Legislative Updates

TCPA Proposes Limitations on Financial Service Provider Access to Mobile Phones

Noble Systems has responded to a proposed Telephone Consumer Protection Act (TCPA) implementation rules amendment that would restrict the use of auto-dialers and pre-recorded messages to reach consumers on wireless numbers. Announced earlier this year, the rule would severely restrict the communication between credit grantors and consumers who rely on mobile phones as their primary means of communication. In June, Noble filed a letter of opposition to the proposed rule with the FCC (Federal Communications Commission) and is participating with ACA International's efforts to oppose the measure.

"We serve hundreds of financial services companies who use this technology in a responsible manner to communicate with their customers and provide outstanding service," said James K. Noble, Jr., President and CEO of Noble Systems. "The proposed rule would create significant costs, slow the delivery of services, and negatively impact their ability to conduct business."



Congress Takes Actions to Combat Caller ID "Spoofing"

Caller ID "spoofing" is the practice of causing the telephone network to display a number on the recipient's caller ID display which is not that of the actual originating station. caller ID spoofing can make a call appear to have come from any phone number the caller wishes. This includes displaying a number such as "000-000-0000".

The *Truth in Caller ID Act of 2010*, passed by the U.S. House of Representatives, makes it illegal "to cause any caller ID service to transmit misleading or inaccurate caller ID information, with the intent to defraud or deceive." It is expected that this bill will be reconciled with a Senate version and be signed into law later this year. The bill maintains exemptions for blocking one's own outgoing caller ID information and for law enforcement.

Noble Systems Wins IP Contact Center Technology Pioneer Award

Noble Systems Corporation has received a "2010 IP Contact Center Technology Pioneer Award" from Technology Marketing Corporation's (TMC) *Customer Interaction Solutions* magazine for Noble SIPhony. Noble SIPhony is a next-generation Unified Communications platform, supporting contact center environments regardless of their telephony infrastructure and offering virtually limitless expansion potential and reduced costs.

The 2010 IP Contact Center Technology Pioneer Award recognizes companies that produce innovative IP contact center products or services.

"TMC is proud to distinguish Noble Systems with an IP Contact Center Technology Pioneer Award. SIPhony has been designed with the needs of the contact center market in mind and the potential of IP behind it making it worthy of this prestigious honor," said Rich Tehrani, CEO, TMC. "Technology is the key to the success of any call center so it is my pleasure to recognize Noble for bringing superior, groundbreaking technologies to market while providing high quality and advanced applications."

Customer Interaction Solutions has been the leading publication in the CRM, call center and teleservices industries since 1982.



Did You Know?

■ **Noble Systems currently serves more than half of the top 10 North American cable providers as identified by overall subscriber numbers.** According to National Cable & Telecommunications Association statistics, Noble is a trusted partner to six of the ten largest cable providers in the country. Noble's cable partners rely on its products and services in 22 states, a geographic range that includes 14 of the top 20 U.S. media markets.

■ **Noble is the vendor of choice for four of the top six debt management agencies under contract with the U.S. Department of Education (ED) to service student loan accounts.** According to the most recent ED competitive performance report, Noble clients lead the nation in processing federal student loan debt in dollars collected, total accounts serviced and overall administrative resolutions. And, Noble currently serves 7 of the 17 unrestricted or large-volume ED contract holders.



Access Financial Triples Call Volume with the Noble® Solution

Access Financial is a respected leader in the financial services industry that empowers consumers and businesses with financial solutions. The company's Debt Management group specializes in the recovery of past due debt, leveraging high-achieving associates with state-of-art technology and a team-oriented work environment.



With the goal of maximizing collector productivity, Access selected the Noble® Solution. Steve Daniel, Network Engineer, states, "We were in need of predictive dialing in order to be more efficient with our collection services. We also wanted to add call recording and needed a system that would interface with our existing environment. After researching the contenders, Noble came out on top."

Access uses the Noble platform to support blended outbound and inbound contacts for its collections programs. With integration to Latitude collection software, the system automatically pushes debtor information to the collector desktop to improve efficiency and decrease call handle time. The Noble platform also integrates with Access' existing Cisco Unified Contact Manager via Noble's native VoIP platform to take advantage of the benefits of an IP-based telephony network.

Noble IVR with Text to Speech helps Access improve efficiency and reach more debtors. Inbound IVR routes callers to agents more effectively. Outbound IVR is used for automated messaging blasts. Built-in call recording with Noble Recorder allows Access to

automatically record interactions with debtors, and is used to show compliance with regulations and for collector training and development.

Noble Maestro provides an intuitive portal for monitoring real-time status, managing campaigns, and reporting on results. Ben Farmer, Director of Operations, observes, "From an operations perspective, I appreciate the ease with which we can build campaigns, monitor calls, and produce reports."

"We enjoy the ease of use to setup and modify campaigns, monitor calls, and produce reports, and the ability to record all calls for compliance and training purposes. We have seen increased results in all categories. Call volume has nearly tripled and collections have increased almost 60%."

With improved productivity and increased efficiencies, Access Financial has been growing its collections business – and the Noble Solution has been growing along with it. Within a few months of its initial implementation, the company doubled its number of Noble agent seats, and they continue to add new functionality. "We have seen increased results in all categories," remarks Daniel. On the operations side, Farmer observes, "Call volume has nearly tripled and collections have increased almost 60%." Access plans to continue an aggressive growth strategy, and Noble Systems will be there to support the company as its business needs evolve.



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EVENT CALENDAR

CSA & DBSG Event 2010

Birmingham, UK | 8-9 September

ATA Annual Convention 2010

Orlando, FL | September 12-15

Debt Connection Symposium 2010

Red Rock, NV | September 14-16

Northeast Debt Collection Expo 2010

Niagara Falls, NY | September 19-21

Call Centre Expo 2010

Birmingham, UK | 21-22 September

CCRI

London, UK | 5 October

ConveCob2010

Mexico City, MX | 18-19 November

SNUG 2011

Atlanta, GA | May 17-19, 2011

