

CUSTOMER CONTACT TECHNOLOGIES



Noble[®] Speech Analytics for Collections

 NOBLE SYSTEMS

Speech Analytics Solutions for Collections

POWERED BY nexidia 

The collections industry records telephone conversations to ensure legal and process compliance; however, of the thousands of calls recorded every month, less than 8% are ever listened to or included in any type of analysis. A manual effort to expand call review is time consuming and cost prohibitive. As a result, organizations depend solely on the small set of randomly selected and reviewed calls to avoid compliance issues and uncover improved collections opportunities.

The collections industry has abundant access to debt and contact information, but having this information is just the first step toward improving service and increasing collected revenue. Given the increased staffing costs required to attract highly qualified collectors, as well as the investment in training, it is vital that collections organizations maintain an up-to-date perspective on agent performance and negotiation skills. In order to do this, collections organizations need to continuously review their audio data for potential compliance issues, customer service quality standards, additional training needs, identification of coaching opportunities, and further insight into collections process.

Noble® Speech Analytics can enable providers to quickly identify and analyze information from this previously untapped asset in a more cost-effective manner, generating quantifiable savings and benefits that quickly impact the bottom line. Noble provides a fast, accurate, automated quality assurance, training validation, service level, and compliance auditing solution that supports multiple languages.

Rather than spending valuable human hours, by QA, Compliance, and Collection supervisors, listening to voice information, *Noble SA* enables your team to establish key words and phrases to be 'searched' automatically. When the key word/phrase is spoken, or sometimes more importantly, not spoken, these results are reported through the SA Investigative Tools, enabling trending, reporting and identification of questionable calls for further analysis – with a fraction of the FTE requirements associated with traditional random audio analysis.



Right-Sized Solutions

Noble SA is available in three configurations, to meet the needs of SMB and Enterprise organizations. With each speech analytics product Noble clients can apply the solution that best meets their needs. Each solution is based on the identical Nexidia phonetic technology and is optimized for search speed, precision and integration to the *Noble Recorder* digital recording solution.

- **AudioFinder** – ideal for centers with fewer than 125 agents
- **Discover** – oriented for business 100 - 200 agents
- **Collections** – designed for larger enterprises 200+ agents

Feature Configuration	AudioFinder	Discover	Collections
# of Agents ¹	<125	100-200	200+
Audio Search	X	X	X
Saved Audio Search	X	X	X
Multiple Language Support	X	X	X
Manage Audio Playback	X	X	X
Multiple Users		X	X
Server-based		X	X
Supports 100% Recording		X	X
Compliance Queries			X
Revenue Opportunity Queries			X
Correlation Reporting			X
Trend Reporting			X
Dashboard Reporting			X

¹# of Agents is a guideline based on five hours of recorded audio per day.

Contact your Noble Sales Rep for a Business Assessment to discover which configuration offers the best-fit for your business.

AudioFinder

AudioFinder enables small collections organizations (<125 agents) to tap into a larger amount of their recorded audio and leverage technology normally only available to larger companies. It allows users to search any spoken phrase, enabling the timely identification of compliance risks and collections issues. It also provides flexibility in including and excluding topics based on relevance. In addition, with sophisticated review tools, the user is able to start audio playback at the exact point the hit occurred or even prior to that point in order to fully understand the conversation.

The patented phonetic search technology employed by *AudioFinder* allows searches on proper names, inexact spellings, industry terms, jargon or slang without extensive training. The technology is integrated to Noble's digital recording solution, permitting detailed searches involving metadata such as campaign, agent, supervisor, etc.

Benefits:

- > Include the majority of recorded calls in compliance & QA reviews
- > Provide more accurate & pinpointed feedback to agents
- > Segment call types for review & analysis
- > Expedite the compliance & QA reviews

Features:

- > Simple interface
- > Saved searches
- > No dependency on accurate spelling of names
- > Supports over 35 languages
- > Fast installation & training

Discover

Discover enables organizations with 100 - 200 agents to tap into a larger amount of their recorded audio and conduct topic based searches vs. random call listening. It allows users to search any spoken word, enabling the timely identification of compliance risks and collections issues, and provides flexibility in including and excluding topics based on relevance. In addition, with sophisticated review tools, the user is able to start audio playback at the exact point the hit occurred or even prior to that point in order to fully understand the conversation.

Discover's patented phonetic search technology allows searches on proper names, inexact spellings, industry terms, jargon or slang without extensive training. The technology is integrated to the *Noble Recorder*, permitting detailed searches involving metadata such as campaign, agent, supervisor, etc.

Benefits:

- > Enables 100% of recorded calls to be included in searches & analysis
- > Provides more accurate & pinpointed feedback to agents based on targeted vs. random review
- > Segments call types for review & analysis

Features:

- > Simple interface
- > Supports 100% recording with over 500 hours of recorded audio per day
- > Supports multiple simultaneous users, shared & saved searches
- > No dependency on accurate spelling of names
- > Supports over 35 languages
- > Fast installation & training

Collections

Collections enables organizations with more than 200 agents to tap into the full spectrum of their recorded audio and conduct topic based searches rather than sampling random calls. The system allows users to search any spoken word, enabling the timely identification of compliance risks and collections issues, and offers flexibility to include and exclude topics based on relevance. Sophisticated review tools allow the user to start audio playback at the exact point the hit occurred or even prior to that point in order to fully understand the conversation.

Collections' patented phonetic search technology allows searches on proper names, inexact spellings, industry terms, jargon or slang without extensive training. With integration to *Noble Recorder*, this enterprise configuration permits detailed searches involving metadata such as campaign, agent, supervisor, etc.

Benefits:

- > Enables 100% of recorded calls to be included in searches & analysis
- > Provides more accurate & pinpointed feedback to agents based on targeted vs. random review
- > Segments call types for review & analysis
- > Expedites the compliance & QA reviews
- > Offers in-depth insight with advanced reporting tools

Features:

- > Simple interface
- > Supports 100% recording with over 500 hours of recorded audio per day
- > Supports multiple simultaneous users, shared & saved searches
- > No dependency on accurate spelling of names
- > Revenue-opportunity and Compliance queries
- > Correlation, Trend, and Dashboard reports
- > Supports over 35 languages
- > Fast installation & training

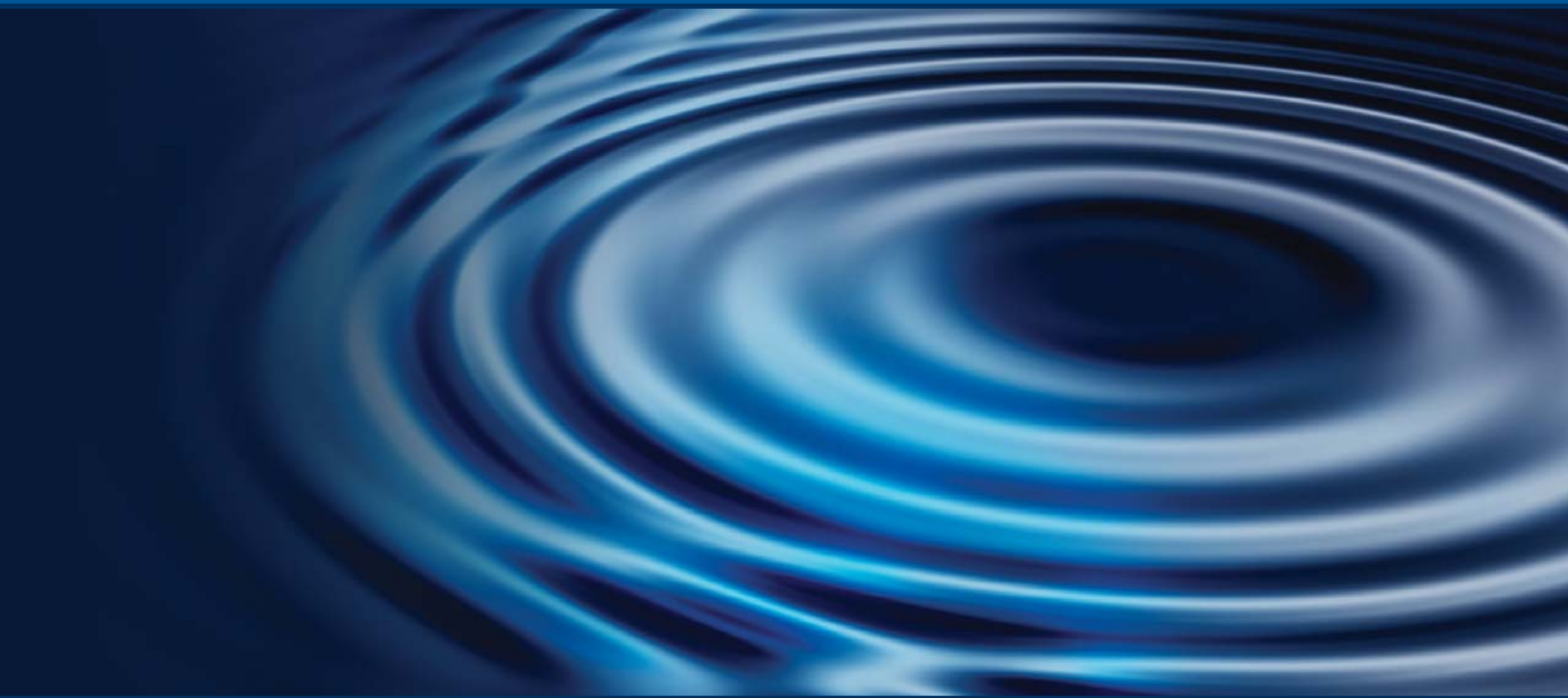
ABOUT NOBLE SYSTEMS CORPORATION

Noble Systems Corporation is a global leader in contact center technology solutions, providing innovative products since 1989. Tens of thousands of agents at 3,000+ client installations worldwide conduct business using the award-winning Noble platform for inbound/ outbound/blended communications. The scalable, integrated *Noble Solution* includes advanced ACD and predictive dialing; unified contact processing for voice, email, and web; and integrated IVR, digital recording, messaging, quality/monitoring systems, scripting, and real-time reporting and management tools.

Noble Systems® delivers one of the most robust reporting solutions on the market. The tools and reports contained in this document highlight only a portion of our most popular management and reporting capabilities. To learn more about our integrated reporting features, please contact your Noble Systems Sales Representative.

Call 1.888.866.2538 (404.851.1331) or visit 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, the n-logo and Amcat 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.



To learn more, contact any of our offices:

Noble Systems North America

(Corporate Headquarters)

info@noblesys.com

1.888.866.2538 (toll-free)

1.888.8.NOBLE.8 (toll-free)

Outside the US:

+01 (1) 404.851.1331

Noble Systems Latin Americas

Brasil

info-br@noblesys.com

+55 (11) 2246 2740

Noble Systems EMEA

U.K.

info-uk@noblesys.com

+44 (0) 161 772 7100

Germany

+(49) (0) 221 5694 176

Noble Systems Australia

info-au@noblesys.com

1.800.662.537 (toll-free)

1.800.NOBLES (toll-free)

Outside Australia:

+61 (02) 8222 0500

Noble Systems India(P) Ltd.

info-in@noblesys.com

+91 11 5560 6500

www.noblesys.com