

# IVR

## Interactive Voice Response

The **Noble® IVR (interactive voice response)** solution offers intelligent routing and automated responses to callers in order to meet customers' needs for instant information and rapid service 24 hours a day, 7 days a week. IVR technology allows contact centers to enhance interaction with customers with fewer agent resources and lower costs. **Noble IVR** is scalable, easy to set-up, and customizable for both inbound and outbound applications.

### Reduce Dropped/Abandoned Calls

Keep more callers on-line by eliminating call transfers and on-hold time spent waiting for a qualified agent to assist them. IVR qualifies callers' needs and ensures they receive the most rapid response to their questions.

### Provide Personalized Service

Offer your clients 24/7/365 access to account information, payment options and other pertinent information. Save on staff resources while giving personalized, targeted customer service with specific messages. By combining IVR with our advanced text-to-speech tools, your customers can even serve themselves.

### Utilize the Power of an Integrated System

The array of capabilities and advantages offered by this tool rival stand-alone, third party IVR systems. Basic features include touch-tone routing (phone tree routing), which can be linked to skills-based routing, DNIS or call overflow routing. Expanded functionality delivers the ability to replay or 'speak' numbers, money amounts, dates and times, etc., and can integrate with an offsite mainframe system and with our payment processing option to provide automated billing and payment services.

### Increase Opportunities with Outbound Features

The IVR can be used as both an inbound and an outbound feature. Outbound IVR applications include surveys, market research and polls in which the system dials a list and plays IVR recordings. Subjects enter their responses, and the system tracks and reports the results.

- > Inbound & Outbound Campaign Support
- > Improve Customer Service with More Efficient Call Routing
- > Use with Text-to-Speech to Provide Personalized Information for Self-Service and Messaging Campaigns
- > Intuitive IVR Callflow Builder for Easy Maintenance
- > Real-time Reporting for IVR Menu Selections

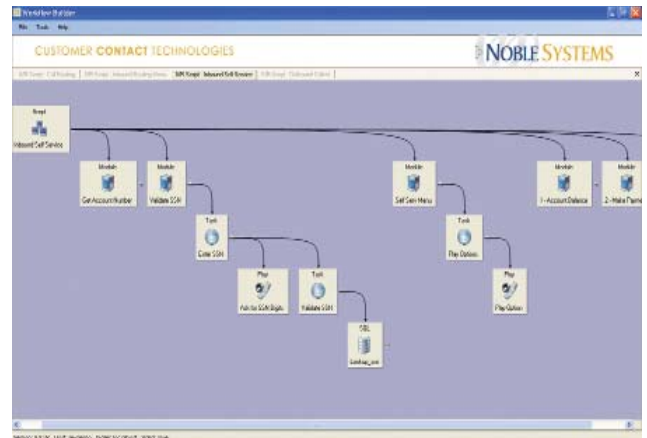
**“ With the inbound ACD and IVR features, Noble has allowed us to work with a large number of customers in a short amount of time and to expand our retention efforts quickly & easily. ”**

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## Interactive Voice Response

- > Easy Set-Up
- > Unlimited Number of Prompts & Messages for Campaign-Specific Routing
- > Automated Responses to Frequently Asked Questions (Addresses, Directions, Etc.)
- > Database & Customer Account Integration
- > Outbound Messaging & Survey Capabilities
- > Text-To-Speech Ability
- > Offsite Mainframe Interface Capability
- > Automated Payment Processing
- > Regular Callers Can Bypass Prompts
- > Wide Array of Management Reports
- > Customizable & Scalable
- > Supports Multiple Languages
- > Automated Fax-On-Demand
- > Award-Winning 'IVR Virtual Assistant' for Hold Queue Management & Customer Callbacks
- > Fully Expandable to Meet Your Specific IVR Program Needs

*\*Some functionalities may require custom programming, based on specific project requirements.*



The screenshot shows the 'Advanced Messages Wizard' interface. On the left is a navigation pane with options like 'Validate File', 'Create New', 'Change Description', 'Replace File', 'Record', 'Import', 'Navigation', 'Play', 'Pause', 'Stop', 'Help', 'Sort', 'Refresh', and 'Exit'. The main area displays a table of message prompts.

Type	Acceptance	File	Duration	Language	Rate
ACD	Available Funds	./usr/local/ivrtel/eng/fin/afunds.wav	6000	D	D
ACD	Introduction to IVR	./usr/local/ivrtel/eng/fin/ibrowse.wav	6000	D	D
ACD	SYSTEM message	./usr/local/ivrtel/eng/DFCON.wav	6000	D	D
ACD	SYSTEM message	./usr/local/ivrtel/eng/THANKS.wav	6000	D	D
ACD	SYSTEM message	./usr/local/ivrtel/eng/TTS_au.wav	6000	D	D
ACD	SYSTEM message	./usr/local/ivrtel/eng/TTS_c.wav	6000	D	D
ACD	SYSTEM message	./usr/local/ivrtel/eng/TTS_e.wav	6000	D	D
ACD	SYSTEM message	./usr/local/ivrtel/eng/TTS_en.wav	6000	D	D
ACD	SYSTEM message	./usr/local/ivrtel/eng/TTS_es.wav	6000	D	D
ACD	SYSTEM message	./usr/local/ivrtel/eng/TTS_fr.wav	6000	D	D
ACD	SYSTEM message	./usr/local/ivrtel/eng/TTS_uk.wav	6000	D	D
ACD	SYSTEM message	./usr/local/ivrtel/eng/TTS_us.wav	6000	D	D
ACD	SYSTEM message	./usr/local/ivrtel/eng/ukst.wav	6000	D	D
ACD	SYSTEM message	./usr/local/ivrtel/eng/ukst2.wav	6000	D	D
ACD	SYSTEM message	./usr/local/ivrtel/eng/ukst3.wav	6000	D	D
ACD	SYSTEM message	./usr/local/ivrtel/eng/ukst4.wav	6000	D	D
ACD	SYSTEM message	./usr/local/ivrtel/eng/ukst5.wav	6000	D	D

“ The IVR builder program is one of our favorite features. From start to finish, we can create and deploy a complex IVR script. The diagrams are easy to read, so even non-technical people can create a new map. ”

### 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 4,000+ client installations worldwide conduct business 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 workflow, workforce management, and real-time reporting and management tools. Call 1.888.8.NOBLE.8 or visit Noble Systems online at [www.noblesys.com](http://www.noblesys.com).

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