

Messenger

Outbound Message Broadcasting

Noble® Messenger lets you manage your outbound broadcast communications with ease, eliminating the need for third party services and improving the control of your programs. An 'agent-less' system, allows companies to send information to their customers quickly, without taking agent resources away from other services. Special offers, service reminders, welcome messages, renewal notices, collection calls, and time-sensitive announcements can be handled in-house through **Messenger's** automated outbound messaging system, so agents can focus on other activities. **Messenger** offers a truly integrated broadcast messaging platform, combining blended contacts with IVR and TTS, for total control of messaging programs.

Communicate High-Value, Time-Sensitive Data & Save Agent Resources

Noble Messenger allows you to send information to your customers quickly, without taking agent resources away from other services. Collections calls, special offers, service reminders, welcome messages, renewal notices, and time-sensitive announcements can all be handled through our automated outbound messaging system, so your agents can focus on other activities.

Reduce Non-Revenue Generating Inbound Calls & Increase Service Levels

Automated transactions and other interactive options help your customers get the information they need to serve themselves. By giving answers to your customers in advance, you can reduce the number of non-revenue generating inbound calls, freeing your resources for more productive services and calls, and increasing service levels.

Be Proactive by Updating Customers on Service & Account Status

Noble Messenger helps you notify your customers in advance, proactively pushing information to them before they contact you. Use *Messenger* to deliver messages about shipment delays on orders, temporary service disruptions, subscription expirations, account limits, payment issues, and appointment reminders – all without the need for a live agent.

Improve Response Rates with Personalized Messages or Customized Offers

Noble Messenger integrates with your customer database to facilitate message personalization. Using text-to-speech tools, you can create individual messages for each customer, customizing them with account details, special offers, and response options. Personalizing your communications can help increase response rates, as you build the customer relationship.

Differentiate Your Brand with a Unique 'Opt-in' Service

Messenger lets your customers 'opt-in' to receive communications by setting requests for reminders, signing up for special notifications, scheduling services, placing orders, and more. Interactive options allow your customers to take control, and to be the decision makers, as they choose to respond, increasing their satisfaction and loyalty to your company.

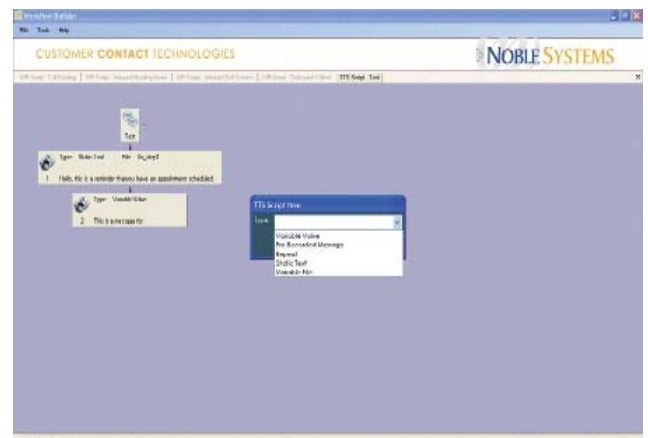
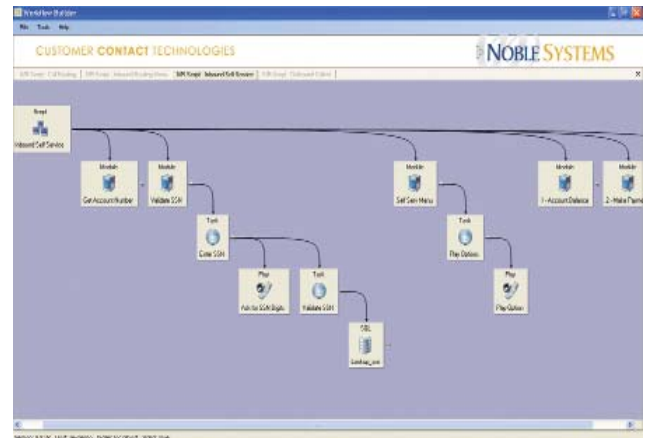
- > Outbound Messaging for Virtual Campaigns
- > Reach More Contacts with Fewer Agent Resources & Drive Inbound Calls
- > Integrated Text to Speech for Personalized Messaging
- > Easy to Use Tools for Recording & Managing Messages and Building IVR Menus

“ In our first month of using **Messenger** to leave call-back requests, we increased inbound calls by 70% and collections by 50%, setting a record for the year in what is usually our slowest month. ”

Messenger

Outbound Message Broadcasting

- > Unlimited Number of Prompts & Messages
- > Scalable to 1000's of Lines
- > Database & Customer Account Integration
- > Text-To-Speech Ability
- > Speech Recognition
- > Outbound Survey Capabilities
- > Automated Payment Processing
- > Customizable & Scalable
- > Supports Multiple Languages
- > Automated Fax-On-Demand
- > ANI Stuffing
- > Multiple Simultaneous Campaigns
- > Easy to Use Data Import Utilities
- > Automatic Busy & No Answer Retries
- > Timezone Dialing Based Upon Area Code
- > Transfer Callers to Any Call Center in the World
- > Automatic 'Throttle back' (when used with Noble blended solutions)
- > Integration to Existing Data Systems Protects Your Technology Investment



“ We use Messenger with IVR & TTS for low-unit yield business, where it is too expensive to use live agents. These programs are a great part of our call strategy. ”

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.

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Americas: 1.404.851.1331-1.888.866.2538
APAC (AUS): +61 (02) 8222 0500
EMEA (UK): +44 (0) 161 772 7100
LATAM (BR): +55 (11) 3266 7355

www.noblesys.com