

PDS

Outbound Predictive Dialing

The Noble® PDS (predictive dialing solution) automates, organizes, and manages your telephone calling campaigns and resources, enabling you to build productivity and increase outbound call volume. The Noble predictive dialer is a full-featured outbound contact solution delivering call management, list control and workflow management, with an integrated robust, industrial strength Informix relational database management system (RDBMS). Our call management software also provides complete local or remote reporting, monitoring and supervision control that helps you manage your operations more effectively.

Depend on System Reliability & Intelligence

Noble's reliability and support keeps your center operational around the clock. Customer data is captured and stored in a robust, industrial strength Informix database, giving you the information and content you need to drive your CIM and teleservices programs. On-Line Transaction Processing (OLTP) updates the database in real-time for efficient program management. Built-in, automated system checks and responsive support provide proactive problem-solving and reduces downtime for maintenance issues.

Customize a Solution to Meet Your Business Needs

The Noble® Solution is custom-configured and designed to meet the day-to-day requirements of your operations, allowing you to easily manage events and quickly adapt to the dynamic and constantly changing needs of your call center. With a variety of solution enhancements, the predictive dialing solution can be expanded to include inbound and blended programs, with additional tools for IVR, digital recording, messaging, email and web capabilities, payment processing and more.

Improve Quality & Accuracy

Monitoring capabilities give you supervisory control and allow you to observe agents, ensuring quality and accuracy. Busy/disconnect/no answer screening, answering machine detection with 98% accuracy, SIT tone recognition, and 'tele-zapper-proofing' are just some of the features included in our platform. With Noble, you eliminate manual dialing errors, provide your callers with immediate and personal service, and create a truly efficient call center that maximizes your agent productivity.

Take Advantage of Legislative Compliance Tools

Noble delivers a full set of tools to help contact centers meet the challenge of complying with industry regulations. Time zone controls, call pacing rules for abandonment rates, Do Not Call List management with real-time screening, ANI broadcasting, and complete reporting features make it easy to abide by legal guidelines, so you can avoid costly fines.

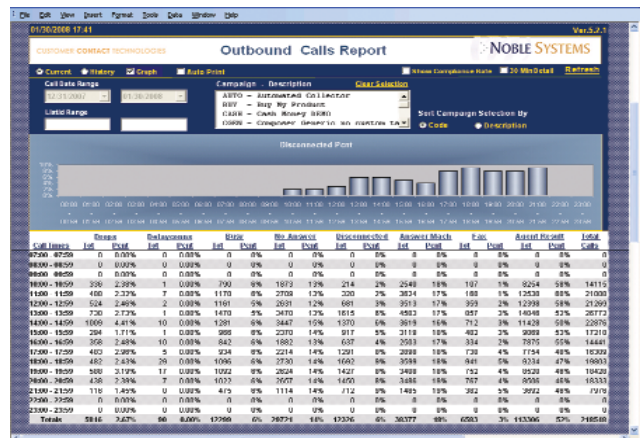
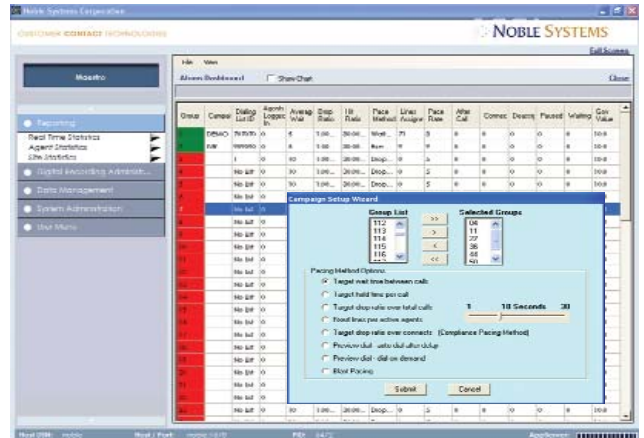
- > Unified Platform for Blended Contacts
- > Powerful Dialer with 8 flexible pacing methods (Predictive, Preview, Dial Now & Blasting)
- > Answering Machine Screening, Automated Messaging, Database Screen Pops, Transfers & Conferencing
- > Integrated IVR & Call Recording
- > Agent Monitoring & Intuitive Management Portal for Real-time Reporting

“ After implementing the Noble solution we experienced a 250-300% increase in productivity, and projects that used to take a month are now completed in about a week. ”

PDS

Outbound Predictive Dialing

- > Answering Machine Detect with Messaging Ability
- > Busy, Disconnect & No Answer Detect
- > Variable Call Pacing : 8 user-defined methods
- > Voice Detection
- > Dropped Call Retrieval
- > Database Screen Pops
- > Manage 250+ simultaneous applications
- > Conference Calls : up to three lines, plus call recording
- > Internal & External Call Transfers
- > Agent Call Back Scheduling
- > Perfect Script™ Messaging option : pre-record unlimited number of messages to play in any order during call
- > Floating Agent & Manager Stations
- > Remote Agents
- > Multi-Site Networking
- > Auto-Scheduled List Dialing
- > Multiple lines per agent
- > Interactive Voice Response (IVR)
- > Agent Monitoring & Coaching : side-by-side and remote; listen, coach & barge modes
- > Noble Station Mirroring®
- > Real-time Reporting & Exception Notifications: agents, groups, lists, & campaigns
- > Do Not Call List Management
- > Payroll Management
- > Noble Guardian : automated system diagnostics
- > Seamless Integration with the Noble ACD
- > 3rd party Switch Integration



“ We chose Noble because it has high-speed capacity. We have used dialers since 1988, and Noble is far superior to the others we reviewed on the market. It is simply easier, faster and more cost effective for the benefits one receives. ”

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.

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, Composer, Maestro, the n-logo, Amcat and Liberation 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.



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