

Increase Right-Party Contacts & Collect More with Noble Systems!

Noble Systems offers powerful technology solutions for the **Collections industry** that can help you increase your right-party contact rates and streamline the communications process. Backed with our Performance Guarantee, you can enhance the productivity of your collectors, save resources, gain more promises-to-pay, and improve your overall collections results.

“Noble Systems gives us a **great competitive edge**, *outperforming the competition* in a very tough market. We love the **ease-of-use** for managing lists. We have a **higher number of right party contacts**, and our *productivity* and *financial results* have *improved*.”

*San Antonio Retail Merchants Assoc.
(SARMA)*

“We are getting **more right party contacts** with **fewer dropped calls**, drastically **reducing** the percentage of **unproductive calls**, so that our collectors *spend more time* on the phone *with the right people*. **After-call work** time has been **cut in half**. And, we can use reporting to *predict with 95% accuracy* how many *accounts* will be *collected* and how much *money* will be *received* by each collector.”

*Receivables Performance
Management*

BENEFITS

- > Increase Productivity with More Right-Party Contacts
- > Save Collector Resources through Automated Personalized Debtor Messaging
- > Make Collections Effortless & Build Efficiencies using 'Virtual Collectors'
- > Improve Debtor Responses & Collections Rates with 'Collector-Less' Interactive Tools & Payment Options
- > Enhance Debt-Recovery & Service Levels with Effective Contact Routing
- > Send the Right Accounts to the Right Collectors using Skills-based Routing and Account Ownership
- > Increase 'Promise-to-Pay' Rates by Collector through Greater Efficiencies & Management Control
- > Create A Unified Environment for All Outbound & Inbound Communications via Multimedia Voice, Email, & Web Services
- > Maximize Performance through the Dynamic Management Suite



FEATURES

- > Predictive Dialer & ACD
- > Integrated Relational Database
- > Universal Queue & Blended Contacts
- > Debtor-Specific Messaging
- > 'Virtual' Collector
- > IVR & Text-to-Speech for Debtor Self-Service
- > Advanced Preview Pacing Methods
- > Multiple Numbers per Debtor
- > Skills-Based Routing
- > Internal & External Call Transfers
- > Digital Call Recording
- > Predictive, Preview & 'Dial Now' Features
- > Collector-Specific Callback Scheduling
- > Customized Scripts & Collector Desktops
- > Skip Tracing
- > Time-zone Monitoring
- > Pre-recorded Script Segments for Delivering Rebuttals, 'Mirandas', & Greetings
- > Answering Machine Detect
- > Automated Messaging
- > Mainframe Integration
- > Unified Contact History
- > Real-time, Onscreen Reporting
- > Up-to-the-second Data Accuracy
- > Seamless Collections Software Interfaces
- > Credit Authorizations & Processing
- > Integration to First Data Resources, PC Charge & Total Systems Integration
- > Automated Bank Drafts
- > Time Tracking & Payroll Reporting

Build Productivity with More Right-Party Contacts

The Noble communications platform uses one of the industry's most advanced dialing algorithms and superior tone and voice detection to drive collector productivity rates. With 98%+ answering machine detection, and busy, no answer, and disconnect (temporary and permanent) tone recognition, collectors receive only live debtors, instead of unproductive numbers. Multiple phone numbers per debtor, preview dialing that lets collectors own accounts, and multi-line dialing also help build contact rates.

Save Collector Resources with Personalized Debtor Messaging

Outbound messaging and text-to-speech tools help ensure that collectors are talking to the correct people. If the debtor is available, you can transfer the call to a collector; if not, leave an automated message with a return phone number. For more efficient service, the Noble solution can be integrated with your existing collections software to provide account information and payment options and record contact results automatically, without requiring a collector.

Increase Debtor Response with Interactive Tools & Payment Options

Self-service menus allows debtors to respond immediately by entering a credit card number on the keypad for automated processing or getting an address to mail a payment. Or, they can choose to speak with a collector to negotiate a settlement and receive more account details.

Improve Debt-Recovery & Service Levels with Effective Routing

The use of skills-based routing can increase your collections results by sending debtors to more experienced collectors first, as they are available. 'Tougher' accounts can be routed to more effective closers, and Account Ownership features allow collectors to 'own' specific accounts. Digital recording tools capture promises-to-pay for later verification and debtors can be transferred as needed, without hanging up and dialing another number.

Create a Unified Environment for All Communications

Collectors can be assigned to handle both outbound and inbound calls at the same time, promoting increased efficiency. Dialing automatically adjusts to fluctuating call volumes while optimizing collector activity. Collectors can work one-on-one with debtors on assigned accounts. Email and web support help you provide completely unified collections services for multimedia channels.

Maximize Performance with the Dynamic Management Suite

Manage all of your collections activities with our comprehensive Management Suite. Designed in a user-friendly environment, our manager tools allow users to build scripts, control center resources, monitor real-time performance, and create custom reports, without requiring high-level IT experts.

“We can only *be productive* when we are *talking with responsible parties*. Noble Systems enables us to **increase** our collectors' **productive time** by sending them only **true connects**, so they do not spend valuable time leaving messages or dealing with incorrect numbers. And, *integration* with our internal *collections software* lets them move to the *debtor's record* immediately.”

Pentagroup Financial, LLC

Contact Noble Systems today to learn more about growing your business with our collections solutions!

1.888.866.2538 | www.noblesys.com

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 hundreds of 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 control/monitoring systems, scripting, and real-time reporting and management tools. Call 1.888.8NOBLE8 or visit Noble Systems online at www.noblesys.com.

**Noble is a continually evolving product suite. The information listed above is believed to be accurate at the time of printing.*

 **NOBLE SYSTEMS**

CUSTOMER CONTACT TECHNOLOGIES

4151 Ashford Dunwoody Road | Suite 550
Atlanta, GA 30319-1462

T: 404.851.1331 | F: 404.851.1421

www.noblesys.com | info@noblesys.com