

*Increase New Accounts, Manage Current Customers, and **Improve Performance** with Noble Systems!*

*Noble Systems offers powerful technology solutions for the **Media Services industry** that can help you increase your contact rates, enhance customer service, and streamline the communications process. Backed with our Performance Guarantee, you can expand the productivity of your agents, use resources more effectively, gain new accounts, and improve your overall results.*

“With *Noble Systems*, we have **increased capacity**. The **integration** with our **internal systems** has made it much **easier for our agents** to do their jobs, and **importing & exporting data is easy**. *After-call work has decreased and productivity has increased*. We are using ‘virtual agents’ to deliver reminder messages for service calls *without tying up agent resources*. And, in our customer survey program, we are **completing two more surveys per hour, per agent**; when put in the context of our overall program, across all of our agents, that is a big number!”

Cox Communications

“Noble Systems supplied us with a finished product, **meeting all our requirements** -- such as applications for upgrading services, collections, surveys, quality control, and retention. We can also *integrate* with multiple *billing systems*. Now, we track call volume, dropped call percentage, time spent per call, pause time, after call work and how the call was completed. *Noble Systems* is *superior by far* to other products.”

Comcast

BENEFITS

- > Increase Productivity with More Right-Party Contacts
- > Improve Efficiency through Automated Messaging & ‘Virtual Agents’
- > Enable Customer Self-Service & Save Agent Resources with Personalized Notifications & Interactive Tools
- > Improve Service Levels with Effective Contact Routing
- > Send Accounts to More Experienced Agents through Skills-based Routing
- > Predict Sales-by-Agent using Custom Reports
- > 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
- > 'Virtual' Agents
- > Answering Machine Detection
- > Automated Messaging
- > IVR & Text-to-Speech for Subscriber Self-Service
- > Personalized Messaging for New Service Verifications & Renewal Notices
- > Interactive Menu Options for Account Changes & Payments
- > Skills-Based Routing
- > Customized Scripts & Agent Desktops
- > Order Entry Scripts & Database/Billing System Interfaces
- > Appointment Setting Tools
- > Internal & External Call Transfers
- > Digital Call Recording
- > Call Pacing Selection by Program
- > Agent-Specific Callback Scheduling
- > Unified Contact History
- > Real-time, Onscreen Reporting
- > Up-to-the-second Data Accuracy
- > Credit Authorizations & Processing: Automated Bank Drafts / Checks
- > Time Tracking & Payroll Reporting
- > FTC Compliance Features

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 agent productivity rates. With 98%+ answering machine detection, and busy, no answer, and disconnect (temporary and permanent) tone recognition, agents receive only live parties instead of unproductive numbers.

Increase Response Rates through Automated Messaging

Outbound messaging and text-to-speech tools help ensure that agents are talking to qualified parties. If a person is interested in learning more, you can transfer the call to an agent; if not, leave an automated message with a return phone number. For more efficient service, the Noble suite can be integrated with your billing software to provide account information and payment options, and to record contact results automatically, without requiring an agent.

Enable Customer Self-Service with Personalization & Interactive Tools

Automated messaging can be used to notify customers of service calls, to verify new subscriptions, and to send renewal reminders. Self-service menus allow customers to respond immediately with automated functions, such as payment processing. Inbound options allows subscribers to make account changes or request service -- all without requiring a live agent.

Improve Service Levels with Effective Contact Routing

The use of skills-based routing can increase your service results by routing calls based on agent skills. Sales calls can be sent to more effective closers, or route calls for new and existing subscriptions to different groups. Agent-specific callbacks are also supported. Digital recording tools capture orders for later verification and customers can be transferred as needed, without hanging up and dialing another number.

Create a Unified Environment for All Communications

Agents 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 agent activity. Integration with our built-in database, or with your existing systems, ensures that your customer accounts are maintained with up-to-the-second accuracy. Email and web support help you provide completely unified services for multimedia channels.

Maximize Performance with the Dynamic Management Suite

Manage all of your subscription 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.

“ Noble Systems offers many **standard features** for which **other companies charge extra**. *Digital recording is great* for sales verifications, and *reports are top-of-the-line*.

We maintain call histories and capture dropped calls for redialing. *Sales have improved by 20%*! We made the right investment choice.”

National Programming Service

Contact Noble Systems today to learn more about managing new & current accounts with our Media Services 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