

Improve Agent Productivity, Manage Center Resources and Deliver Program Results with Noble Systems!

*Noble Systems offers powerful technology solutions for the **Service Bureau industry** that can help you increase your contact rates, enhance efficiencies, and streamline program management. Backed with our Performance Guarantee, you can expand the productivity of your agents, use resources more effectively, make program modifications, monitor system activity, and deliver improved results for your clients.*

“ We are seeing *great results*, including **agent satisfaction, more productivity**, and **faster start-ups** for new campaigns. The fact that Noble Systems *does not require IT staff to set-up campaigns* is a big bonus in the outsource market. The **business outcome** for our clients has been **tremendous**. One of them has *increased their first call resolution rate from 20% to 80%*. ”

Contact 1-2-1

“ Noble Systems allows us to keep up with current needs and *take on new business without disruption or loss of productivity*. We can tie into different databases or computer systems, and **become an extension of each client's business**. We can *blend agents on inbound and outbound programs*, and **pass the savings along** to our clients. For reporting, we pull *operational statistics on the hour*, and can compare conversion rates versus contacts and talk-time ratios, *for immediate results*. ”

Teleperformance USA

BENEFITS

- > Increase Productivity & Connect Rates with More Right-Party Contacts
- > Manage Multiple Programs Simultaneously, with Different Pacing, Lines, Scripts, Agents, Lists, & Data Capture Selections for Each Program
- > Build Efficiency through Universal Agents & Blended Inbound & Outbound Stations for Voice, Email & Web
- > Control Dialing Activities with 5 Separate & Distinct Pacing Methods, including FTC Compliance Settings
- > Offer Advanced Options such as Personalized Notifications, Interactive Tools, Automated Messaging, Remote Users, VOIP, & 'Virtual Agents'
- > Improve Service Levels with Effective Call Routing, including Skills-Based Routing
- > Customize Scripts & Manage Changes with Point-and-Click Script and Campaign Building
- > Manage Program Modifications through 'On-the-fly' Changes, without Agent or System Downtime
- > Keep Your Clients Informed with Accurate Data, Agent Monitoring, & On-Demand Real-Time Reporting
- > 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
- > Multiple Outbound/Inbound Program Management - run 1,000+ simultaneous outbound and unlimited inbound in-production campaigns simultaneously
- > Call Pacing Selection by Program
- > Call List Management
- > DNC & FTC Compliance Features
- > Custom Script Development and 'On-the-fly' Modifications with a 'Point-and-Click' Interface
- > Real-time Query-based Reporting with Customization Tools (view on-screen, print or email)
- > Unified Contact Histories with Up-to-the-second Data Accuracy
- > Answering Machine Detection
- > DNIS/ANI Capture
- > IVR, Automated Messaging, Text-to-Speech & Speech Recognition
- > Skills-Based Routing
- > Digital Call Recording
- > Remote Agent Monitoring
- > Internal & External Voice/Data Transfers
- > Payment Processing
- > Time Tracking & Payroll Reporting

Increase Productivity & Connect Rates 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.

Create Custom Scripts & New Programs Quickly & Easily

Dynamic Campaign Builder (DCB™) is a graphical, point-and-click environment for creating customized agent desktops. Develop sophisticated applications, screens, and scripts from our easy-to-use GUI setup screen, without advanced programming knowledge or expensive technical assistance. The system is designed to allow you to get new programs up and running quickly, and to manage in-production programs with rapid modifications.

Help Your Clients Get More from Their Programs with Advanced Options

A full communications package includes the newest in contact center technologies. Options such as automated messaging, personalized notifications, interactive tools, and 'virtual agents' allow you to give your clients more functionality. These high-efficiency applications reduce the dependence on agents, lower program overhead, and let you pass the savings on to your clients, while providing improved results.

Improve Service Levels with Effective Contact & Skills Based Routing

Intelligent call routing can increase your service results by processing calls based on call criteria. Skills-based routing sends calls to agents with the best skills to handle the account. DNIS/ANI capture lets you direct calls to different agent groups for different services. Agent-specific callbacks are also supported.

Provide a Unified Environment for Blended 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.

Keep Your Clients Up-to-Date with Real-Time Reports

A robust toolset for reporting on agent, group, program, and list statistics helps you direct call activities and meet business objectives. View summary and detail reports on current and historical statistics in on-screen, print, or email format. Or, export information to other packages, such as Microsoft Access and Excel, or Crystal Reports, so you can give your clients the details they need.

“With the **Noble Systems** solution, we experienced a *250-300% increase in productivity*, and **projects** that used to take **four weeks**, are now **completed** in about **a week**.

We can *bring* information to market *quickly*. We can take on *projects* that *require more flexibility*, and our *customer base is growing*.”

C. R. Dynamics

Contact Noble Systems today to learn more about managing new & current accounts with our Service Bureau 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**

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