

Destiny Funding Corp

Destiny Funding Corp. provides mortgage services in six states, and continues to grow. The group's customers appreciate the efficiency and professionalism of the Destiny team. Destiny appreciates the power and performance of the Noble Contact Center Solution. Destiny is improving the results of its lead generation programs, increasing productivity, managing remote locations, and getting knowledgeable support from Noble Systems as its contact center technology partner.

Destiny Funding Corp. is a third-party mortgage provider based in Westbury, New York. Destiny Funding proudly provides loans and services in several states, including New York, Florida, Connecticut, Massachusetts, Colorado, and Wyoming, and will expand to Ohio in the near future. Destiny's mission is to create a fully satisfied customer by providing the best experience possible during the loan process.

As a part of its marketing activities, Destiny Funding uses outbound telemarketing programs to identify potential clients. To continue growing its business, Destiny was faced with the challenge of upgrading its technology. Louis D'Angelo, Manager, says, "We were looking for new technology to drive a lead generation program to maintain the growth of the company."

With several options for dialer solutions, Destiny selected the technology solution from Noble Systems. "The Noble solution was the most complete system we could find," explains D'Angelo. "It had many more features than just a generic dialer. The system allows us to keep track of our agents and campaigns, and to truly manage our programs." And, with the *Small Business System (SBS)*, Noble offers a cost-effective solution for small or start-up companies, including more built-in functionality at a lower price than its competitors.

The Noble solution gives Destiny a powerful predictive dialing engine to help improve the productivity of the group's agents. Lists are easy to load - the system supports a

variety of formats and sources - and can be sorted, merged, and de-duped before dialing. Noble also offers 'Do Not Call' tools to screen lists against DNC files from both internal and external sources. Once in production, the system screens out busy signals, disconnects, no answers, and answering machines, so that agents spend more time on the phone with live contacts and eliminates time spent weeding through bad numbers. And, with seven methods of call pacing from which to choose, managers can assign different pacing levels to individual campaigns or groups, or



CLIENT PROFILE

Industry	Mortgage
Applications	Lead Generation
Solutions	Small Business Solution (SBS), PDS, Management Suite, Dynamic Campaign Builder (DCB™), Dynamic Center Reporter (DCR™), Digital Recording System (DRS), Interactive Voice Response (IVR), Remote Sites, PBX Integration
Features	Outbound Predictive Dialing, Digital Call Recording, Real-time Reporting and System Management, Distributed Branches, Remote Monitoring
Stations	22

