

Discover Flexible Fulfillment Solutions with Noble™ GFP

Contact Center Solutions
from Noble Systems®...

The Noble™ GFP (Graphical Fulfillment Package) option from Noble Systems gives you the ability to respond to customer questions and requests with mail, fax, or email replies, using information from the customer database. With GFP, you can create your own fulfillment templates and merge data fields automatically for personal, customized responses. Documents can be created on a call-by-call basis, for mailing, emailing, or faxing, allowing you to respond quickly to the needs of your customers.

> Provide Immediate Fulfillment to Customer Requests

Noble's GFP allows you to put information in the hands of your customers quickly, responding to their questions and requests with immediate feedback. Options for print, fax and email provide fast delivery and let your customers choose how they want to receive the information.

> Create Virtually Any Document Using Customer Data

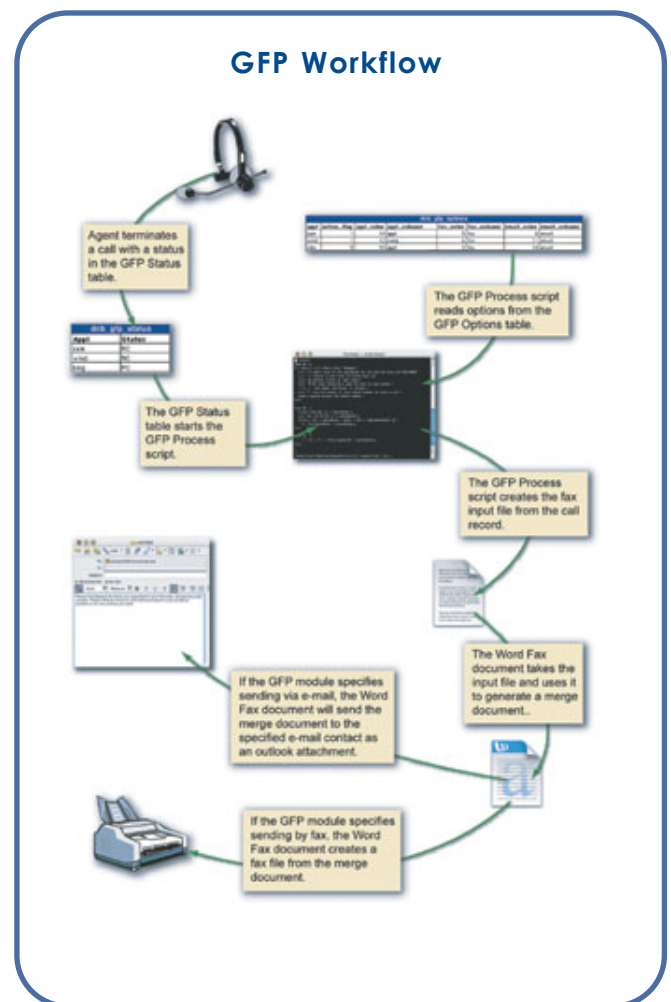
Noble GFP can be used with any Microsoft Word document. Create custom files and personalize them with specific customer information. GFP will 'merge' data from contact records in the database and produce the completed document from the template. Then, send the document to a printer, email, or fax for delivery. Documents can be assigned on a campaign-by-campaign basis for true fulfillment flexibility!

> Generate Customized Responses for Each Call

Noble GFP allows you to generate responses on a call-by-call basis, so that each customer receives the right information to meet his/her needs. You can send order confirmations, account information, application forms, customer invoices, welcome packs, and more. The fulfillment package looks for the response code and generates the correct document from your knowledgebase, merging data from the customer account as necessary for a truly personalized response.

> Increase Productivity & Improve Customer Satisfaction

System templates allow you to design standardized documents for even faster, easier delivery. Your customers get the information they need quickly, helping to reduce call lengths and customer call-backs, so your agents can talk to more people. By dedicating a computer as the GFP server, with continual access to the GFP application, fulfillment materials will be generated automatically as each call is terminated, with no other intervention from the agent.



Contact Noble Systems
to learn more about GFP.

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