

# Customer Service

## Increase Agent Productivity, Improve First Call Resolutions, and Build a Better Customer Experience...

Noble Systems offers powerful unified technology solutions for Customer Service that can help you improve service levels and decrease speed to service, increase customer satisfaction, reduce hold and handle times, and streamline the communications process. Noble gives you the tools to expand the productivity of your agents, use resources more effectively, enhance the customer experience, and improve your overall program results.

- Increase Agent Productivity & First Call Resolution Rates with Faster Service, List Management for New Requests and Speed to Service, and Real-time Speech Analytics to Identify Opportunities within Calls and Guide Agents for More Effective Service
- Decrease Average Speed to Answer (ASA) and Reduce Hold Times with Patented SmartAccept® Technology
- Manage Multiple Programs Simultaneously, with Different Workflows, Routing, Agents, & Data Capture Selections for Each Program
- Build Efficiency through Blended Inbound/Outbound Assignments for Omnichannel Contacts with Skills-based Routing and Ensure the Right Resources are in Place with Workforce Management
- Manage Outbound Programs for Notifications, Reminders, & Follow-up Surveys with Automated Messaging, IVR, and List Management Tools
- Multi-session Agents for Voice and Non-Voice Channels Promote Faster Service and Increase Agent Utilization
- Manage Multiple Programs Simultaneously, with Different Workflows, Routing, Agents, & Data Capture Selections for Each Program
- Offer Advanced Self-Service Options with IVR and Text-to-Speech for Personalized Information & Interactive Tools and Automated Surveys
- Identify Trends & Potential Issues with Interaction Analytics and Achieve Greater Efficiencies & Better Management Control
- Manage Scripts & Applications with Flexible Custom Development Tools and Integration to 3rd-Party Databases and Unified Agent Desktops which Unify Multiple Applications into a Single Interface for Faster Service
- Improve Quality with Integrated Contact Monitoring & Digital Voice & Screen Recording and Speech Analytics with Real-time Screening
- Create a Unified Environment for All Inbound, Outbound & Blended Omnichannel Contacts for Multiple Sites or Departments using a Centralized Management Portal
- Make Better Decisions with Accurate Data, Advanced Analytics, & On-Demand Real-Time Reporting
- Manage Regulatory & Legislative Compliance with our PCI-Ready Platform, Data Privacy & Contact Compliance Tools

“With Noble, we have **increased capacity**. **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. ‘Virtual agents’ deliver reminder messages for service calls without tying up agent resources. And, in our customer survey program, we are **completing more surveys per hour, per agent.**”

“Noble 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. We track call volume, dropped call percentage, time spent per call, pause time, after call work and call results. Noble is superior by far to other products.”

# Customer Service Solutions

## Improve Service Levels with Effective Callflows & 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. Account Ownership and Agent-specific callbacks are also supported.

## Create Custom Scripts & New Programs Quickly & Easily

Composer is a graphical, point-and-click environment for creating customized agent desktops and workflows. Develop sophisticated applications, screens, and scripts from our intuitive design tool 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.

## Get More from Your Service Programs with Advanced Options

A full communications package includes the newest in contact center technologies. Options such as automated messaging, personalized notifications, interactive tools, 'virtual agents', and multi-session tools to optimize agent utilization give you more functionality to improve customer services. These high-efficiency applications reduce the requirements for agent staffing resources and lower program overhead while helping build a better customer experience.

## Provide a Unified Environment for Blended Communications

Agents can be assigned to handle both inbound and outbound calls at the same

time, promoting increased efficiency. When your inbound volumes are high, outbound dialing is throttled back so that you can reach your service level goals. When incoming calls are low, dialing ramps-up to keep agents busy, rather than sitting idle, optimizing agent activity. Integration with our built-in database, or with your existing systems, ensures that agents have access to the right customer information, and that customer accounts are maintained with up-to-the-second accuracy.

## 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. Our web-based reports and manager portal make it easy to stay on top of activities, no matter where your managers may be.

## Manage Regulatory Compliance with Patented Technologies

Noble Systems has introduced an innovative, state of the art toolset for Legislative Compliance. Noble's compliance technologies include features, reports, and tools to help you manage your operations in accordance with telemarketing legislation and industry guidelines, including wireless dialing, ANI broadcasting, abandonment rates, calling hours, recording restrictions, data security, DNC registries, FTC, TSR, TCPA, PCI, HIPAA, Ofcom, ACMA, and more.

- Inbound & Outbound Contact Management with Advanced Omnichannel Queue Management to Reduce Inbound Hold Times
- Advanced List Management, Call Pacing Options & Timezone Controls by Program or List for Managing Dialing Strategies, with Answering Machine & Live Connect Detection
- Multiple Phone Numbers per Record
- Customized Scripts & Agent Desktops with Customer Screenpops, Appointment Setting Calendars & Form Tools
- Pre-recorded Script Segments for Delivering Instructions, Rebuttals, 'Mirandas' & Greetings
- Skills-Based Routing & Account Ownership Features
- 'Virtual' Agents, Automated Messaging, IVR & Text-to-Speech and Automated Speech Recognition for Customer Self-Service
- Integrated Relational Database with Complete Contact Histories and Web-based Integration to Third-Party Systems
- Digital Voice & Screen Recording, Line and Agent Monitoring & QA Scorecards
- Multi-site Management with Local, Remote & Work-from-home Agents
- Real-time, Onscreen Reporting with Up-to-the-second Data Accuracy
- Regulatory Compliance Features
- Speech Analytics with Real-time Screening & Scoring, Best Time to Call & Workforce Management with Real-time Adherence

### ABOUT NOBLE SYSTEMS CORPORATION

Noble Systems Corporation is a global leader in the customer communications industry, providing innovative solutions for Contact Center, Workforce Management, and Analytics. Tens of thousands of agents at 4,000+ client installations worldwide use Noble platforms to manage millions of customer contacts each day. Noble offers a unified suite of omnichannel inbound, outbound, and blended contact processing, strategy planning, resource management, and compliance tools for companies of all sizes. Our premise, cloud, and innovative premise/cloud hybrid platforms include ACD, predictive dialing, blended processing, recording and monitoring, IVR, messaging, interaction analytics, and workforce engagement. Call 1.888.8.NOBLE.8 or visit [www.noblesystems.com](http://www.noblesystems.com).

Copyright © 2017 Noble Systems Corporation. All rights reserved. No part of this document may be reproduced in any form or by any means without written permission from Noble Systems Corporation. Noble Systems, Noble, Composer, Maestro, the m-logo, Amcat and Liberation are registered trademarks of Noble Systems Corporation. All others are property of their respective owners. While every precaution has been taken to ensure the accuracy of the information contained in this document, Noble Systems Corporation assumes no responsibility for inadvertent errors or omissions. The information contained in this document is subject to change without notice.

## NOBLE SYSTEMS

CUSTOMER CONTACT TECHNOLOGIES

Americas: +1 404 851 1331 | +1 888 866 2538  
APAC (AUS): +61 (0) 3 9008 1700  
EMEA (UK): +44 (0) 161 772 7100  
LATAM (CO): +57 321 646 2788

[www.noblesystems.com](http://www.noblesystems.com)