

# Inbound

## Improve Agent Productivity & Deliver a Better Customer Experience...

Noble Systems offers powerful technology solutions for Inbound communications that can help you increase customer satisfaction, enhance efficiencies, and streamline program management. Noble gives you the tools to expand agent productivity, use resources more effectively, make program modifications, monitor system activity, create a better customer experience, and deliver improved program results.

- Increase Agent Productivity & First Call Resolution Rates
- Decrease Average Speed to Answer (ASA) and Reduce Hold Times with Patented SmartAccept<sup>+</sup> Technology
- Get our Exclusive Noble Inbound 100 Platform, Fully-Designed for Inbound-centric Environments with All of the Features You Need, and a 100% Uptime SLA
- Manage Multiple Programs Simultaneously, with Different Workflows, Routing, Agents, & Data Capture Selections for Each Program
- Build Efficiency through Universal Agents & Blended Inbound/Outbound Stations for Omnichannel Contacts with Skills-based Routing and Ensure the Right Resources are in Place with Workforce Management
- Offer Advanced Self-Service Options with IVR and Text-to-Speech for Personalized Information & Interactive Tools
- 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 & On-Demand Real-Time Reporting
- Manage Regulatory & Legislative Compliance with our PCI-Ready Platform, Data Privacy & Contact Compliance Tools

“ We looked at all the best products and chose Noble for its unified platform to support blended outbound and inbound contacts. The system supports a high through-put, and the variety of **features and flexibility** give us the tools we need to **better service** the diverse needs of our clients. ”

“ Noble Systems offered us an all-in-one solution. Our inbound reps can fill time with outbound calls using blended agents, so that our **agents are always busy**, and we can make more contacts with the same resources. ”

# Inbound 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.

- ACD & Predictive Dialer, Universal Queue with Inbound Priority for Blended Contacts and Omnichannel Support
- Customized Workflows & Integrated Relational Database with Automated Screen Pops of Caller Records and Complete Contact Histories
- Web-based Integration to Third-Party Software (contact databases, accounting software, etc) and Web Services for rapid lead insertion
- IVR, Automated Messaging & Text-to-Speech for Self-Service Programs
- Digital Voice & Screen Recording, Line and Agent Monitoring & QA Scorecards
- DNIS/ANI Capture, Skills-Based Routing & Account Ownership Features, Virtual Hold Queues with Callback Requests, Internal & External Voice & Data Transfers & Patented SmartAccept® to Improve ASA
- Real-time Query-based Reporting with Customization Tools (view on-screen, print or email)
- Live Dashboards and Monitoring of Local and Remote Agents
- Regulatory Compliance Tools & a PCI-Ready Platform with Secure Payments
- Speech Analytics with Real-time Screening & Scoring, Best Time to Call & Workforce Management with Real-time Adherence
- Noble Inbound 100 solution offers a 100% inbound solution, with 100% of the features you need, and offers a 100% SLA in our cloud datacenter

### 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).

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