

# Inside Sales & Lead Generation

Unified Contact Solutions from Noble Systems®

## Build Agent Productivity, Generate More Leads, Improve Your Sales & Grow Existing Accounts ...

Noble Systems offers powerful technology solutions for **Sales & Inside Lead Generation** that can help you increase your contact rates, enhance efficiencies, and streamline program management. Our enterprise solution gives you the tools to manage lead generation and new applications, customer service, and collections in one integrated package. With Noble, you can expand the productivity of your agents, use resources more effectively, monitor system activity, manage potential customers and existing accounts, and deliver improved sales results!



- > Increase Productivity with More Right-Party Contacts & Caller ID
- > Manage Lead Generation, New Sales & Customer Service in One Single, Integrated Platform
- > Improve Efficiency through Advanced Predictive Call Pacing Algorithms to Make More Presentations per Hour
- > Schedule Appointments Easily with Integrated Calendar-based Appointment Setting Tools
- > Increase Close Rates with Skills-based Routing to Send Prospects to More Successful Agents First & Increase Accountability and Relationship-building with Account Ownership
- > Improve Contacts with Advanced List Management & Dialling Strategies to Target Specific States/Zipcodes with Timezone Management
- > Manage Scripts & Applications with a Flexible Custom Development Tool and Integration to 3rd-Party Databases
- > Improve Quality with Integrated Agent Monitoring & Digital Voice & Screen Recording
- > Create a Unified Environment for All Inbound, Outbound & Blended Contacts for Multiple Sites using a Centralised Management Portal
- > Track Lead Sources and Response Rates via DNIS
- > Achieve Regulatory Compliance while Maintaining Productivity
- > Gain the Power of a Stable, High-Transaction Platform
- > Maximise Performance with the Dynamic Management Suite

“ I would recommend Noble to anyone. **The results have been amazing.** We have **increased overall productivity by 150 - 200%; lead generation is up 250%.** I can manage agents more effectively – I can pull up results, see agent activity, and watch everything they do from a productivity standpoint. ”

“ With Noble, the **cost per appointment has dropped almost two-thirds,** and we are saving 90% on reminder notices. I can **manage and monitor agents with ease** – whether they are sitting in the call centre or working from home. ”

“ Noble lets us do more with fewer resources. We have **increased monthly outbound dials from 275,000 to 1.5 million.** At the same time, we have **reduced staffing costs by 30% or more.** ”

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## Build Productivity with More Right-Party Contacts

The Noble communications platform uses one of the industry's most advanced dialling algorithms and superior tone and voice detection to drive agent productivity rates. With 90%+ answering machine detection, and busy, no answer, and disconnect recognition, agents receive only live parties instead of unproductive numbers. Calendar-based tools for appointment setting let you schedule meetings for qualified leads, or complete an application form and transfer the call directly to a sales rep for even faster processing.

## Improve Response Rates, Lead Management and Tracking

For more efficient service, the Noble suite can be integrated with your CRM software or database to provide account information and to record contact results automatically. DNIS tracking and integration to third-party systems (such as Salesforce.com and ACT) help you track response rates and manage leads. Timezone management helps you target calls by state/zipcode. Complete reporting shows you the result of every call attempt.

## Enhance Programs with Outbound Messaging & Customer Self-Service

Outbound messaging and text-to-speech tools help ensure that agents are talking to qualified parties. Automated messaging can be used to notify customers of new opportunities, to verify new accounts, and to send payment reminders. Self-service menus allow owners to respond immediately with automated functions, such as payment processing. Inbound options allows owners to make account changes or even complete a basic application – all without requiring a live agent.

## Improve Service Levels with Effective Contact Routing

The use of skills-based routing can increase your service results by routing calls based on agent skills. Sales calls can be sent to more effective closers, or route calls for new and existing customers to different groups or to specific agents with 'owned' accounts. Agent-specific callbacks are also supported. Digital recording tools capture orders for later verification and customers can be transferred as needed, without hanging up and dialling another number.

## Create a Unified Environment for All Communications & Multiple Sites

Agents can be assigned to handle both outbound and inbound calls at the same time, promoting increased efficiency. Dialling automatically adjusts to changing call volumes while optimising agent activity. Integration with our built-in database, or with your existing systems, ensures that your customer account records are maintained with up-to-the-second accuracy. Email and web support help you provide completely unified services for multimedia channels. And, you can manage multiple sites from a single, centralised location, including remote offices and work-from-home agents.

## Maximise Performance with the Dynamic Management Suite

Manage all of your owner activities with our comprehensive Management Suite. Designed in a user-friendly environment, our manager tools allow users to build scripts, control centre resources, monitor real-time performance, and create custom reports, without requiring high-level IT experts.

- > Predictive Dialler & ACD
- > Universal Queue & Blended Contacts
- > Integrated Relational Database with Complete Contact Histories and Web-based Integration to Third-Party CRM and Lead Generation Software (such as Salesforce.com, Leads360, ACT, Goldmine, etc)
- > Advanced List Management, Call Pacing Options & Timezone Controls by Program or List for Managing Dialling Strategies
- > Multiple Phone Numbers per Record
- > Customised Scripts & Agent Desktops with Appointment Setting Calendars & Application Form Tools
- > Skills-Based Routing & Account Ownership Features
- > Answering Machine Detection
- > 'Virtual' Agents, Automated Messaging, IVR & Text-to-Speech for Customer Self-Service
- > Agent-Specific Callback Scheduling
- > Digital Voice & Screen Recording, plus Interaction Analytics
- > Multi-site Management & Remote Agents
- > Internal & External Call Transfers
- > Real-time, Onscreen Reporting with Up-to-the-second Data Accuracy
- > Regulatory Compliance Features
- > Workforce Management, Time Tracking & Payroll Reporting

### ABOUT NOBLE SYSTEMS CORPORATION

Noble Systems Corporation is a global leader in contact centre technology solutions, providing innovative products since 1989. Every day, millions of customer contacts are made by agents at 4,000+ client installations worldwide using the award-winning Noble® platform for inbound/outbound/blended communications. The scalable, integrated Noble® solutions include advanced ACD and predictive dialling; unified contact processing for voice, email and web; and integrated IVR, digital recording, messaging, quality control/monitoring systems, scripting and workflow, workforce management and real-time reporting and management tools. Call +61 02 8222 0500 or visit Noble Systems online at [www.noblesystems.com](http://www.noblesystems.com).

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6.2012