

Media Services

Unified Contact Solutions from Noble Systems®

Increase New Accounts, Manage Current Customers, and Improve Performance ...

Noble Systems offers powerful technology solutions for the **Media Services industry** that can help you increase your contact rates, enhance customer service, and streamline the communications process. Noble gives you the tools to expand the productivity of your agents, use resources more effectively, gain new accounts, and improve your overall results.



- > Increase Productivity with More Right-Party Contacts
- > Improve Efficiency through Automated Messaging & 'Virtual Agents'
- > Enable Customer Self-Service & Save Agent Resources with Personalised Notifications & Interactive Tools
- > Improve Service Levels with Effective Contact Routing
- > Identify Trends & Potential Issues with Interaction Analytics
- > Increase Customer Satisfaction & First-call Resolution with Skills-based Routing
- > Predict Sales-by-Agent using Custom Reports
- > Create A Unified Environment for All Outbound & Inbound Communications via Multimedia Voice, Email, & Web Services
- > Optimise Agent Scheduling with Workforce Management
- > Manage Regulatory & Legislative Compliance with our PCI-Ready Platform & Compliance Tools
- > Maximise Performance with the Dynamic Management Suite

“ 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.* ”

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Build Productivity with More Right-Party Contacts

Noble's communications platform uses one of the industry's most advanced dialling algorithms and superior tone and voice detection to drive agent productivity rates. With 95%+ answering machine detection, and busy, no answer, and disconnect (temporary and permanent) tone recognition, agents receive only live parties instead of unproductive numbers.

Increase Response Rates through Automated Messaging

Outbound messaging and text-to-speech tools help ensure that agents are talking to qualified parties. If a person is interested in learning more, you can transfer the call to an agent; if not, leave an automated message with a return phone number. For more efficient service, the Noble suite can be integrated with your billing software to provide account information and payment options, and to record contact results automatically, without engaging agent resources.

Enable Customer Self-Service with Personalisation & Interactive Tools

Automated messaging can be used to notify customers of service calls, to verify new subscriptions, and to send renewal reminders. Self-service menus allow customers to respond immediately with automated functions, such as payment processing. Inbound options allows subscribers to make account changes or request service – 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 subscriptions to different groups. 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

Agents can be assigned to handle both outbound and inbound calls at the same time, promoting increased efficiency. Dialling automatically adjusts to fluctuating call volumes while optimising agent activity. Integration with our built-in database, or with your existing systems, ensures that your customer accounts are maintained with up-to-the-second accuracy. Email and web support help you provide completely unified services for multimedia channels.

Maximise Performance with the Dynamic Management Suite

Manage all of your subscription 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
- > Integrated Relational Database
- > Universal Queue & Blended Contacts
- > 'Virtual' Agents
- > IVR & Text-to-Speech for Subscriber Self-Service
- > Personalised Messaging for New Service Verifications & Renewal Notices
- > Interactive Menu Options for Account Changes & Payments
- > Digital Recording & Interaction Analytics
- > Answering Machine Detection
- > Skills-Based Routing
- > Customised Scripts & Agent Desktops
- > Order Entry Scripts & Database/Billing System Interfaces
- > Appointment Setting Tools
- > Agent-Specific Callback Scheduling
- > Internal & External Call Transfers
- > Call Pacing Selection by Program
- > Unified Contact Histories
- > Real-time, Onscreen Reporting with Up-to-the-second Data Accuracy
- > Credit Authorisations & Processing
- > Workforce Management, Time Tracking & Payroll Reporting
- > Regulatory Compliance Features

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.

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