

Service Bureaus – Outsourcers

Unified Contact Solutions from Noble Systems®

Improve Agent Productivity, Manage Centre Resources and Deliver Better Program Results ...

Noble Systems offers powerful technology solutions for the **Service Bureau–Outsourcing industry** that can help you increase your contact rates, 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, and deliver improved results for your clients.



- > Manage Multiple Programs Simultaneously, with Separate Workflows, Pacing, Lines, Agents, Lists, & Data Capture Selections for Each
- > Build Efficiency through Universal Agents & Blended Inbound & Outbound Stations for Voice, Email & Web
- > Control Dialling Activities with 8 Separate & Distinct Pacing Methods, including Regulatory Compliance Settings
- > Offer Advanced Options such as Personalised Notifications, Interactive Tools, Automated Messaging, Remote Users, VoIP, & 'Virtual Agents'
- > Identify Trends & Potential Issues with Interaction Analytics
- > Improve Service Levels with Workforce Planning & Skills-Based Routing
- > Customise Scripts & Manage Changes with Point-and-Click Script and Campaign Building
- > Manage Program Modifications through 'On-the-fly' Changes, without Agent or System Downtime
- > Keep Your Clients Informed with Accurate Data, Agent Monitoring & On-Demand Real-Time Reporting
- > Create A Unified Environment for All Outbound & Inbound Communications via Multimedia Voice, Email, & Web Services
- > Gain the Power of a Stable, High-Transaction Platform
- > Manage Regulatory & Legislative Compliance with our PCI-Ready Platform & Compliance Tools
- > Maximise Performance with the Dynamic Management Suite

“ 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. We believe that Noble has the best team of people and the best product value in the market. ”

“ Noble allows us to keep up with current needs and *take on new business* **without disruption or loss of productivity**. We can tie into different databases or computer systems, and **become an extension of each client's business**. We can *blend agents on inbound and outbound program*, and **pass the savings along** to our clients. We pull *operational statistics on the hour*, for immediate results. ”

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Increase Productivity & Connect Rates 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.

Create Custom Scripts & New Programs Quickly & Easily

Composer is a graphical, point-and-click environment for creating customised agent desktops. Users can 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.

Help Your Clients Get More from Their Programs with Advanced Options

A full communications package includes the newest in contact centre technologies. Options such as automated messaging, personalised notifications, interactive tools, and 'virtual agents' allow you to give your clients more functionality. These high-efficiency applications reduce the dependence on agents, lower program overhead, and let you pass the savings on to your clients, while providing improved results.

Improve Service Levels with Effective Contact & 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. Agent-specific callbacks are also supported.

Provide a Unified Environment for Blended 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.

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.

- > Predictive Dialler & Inbound ACD
- > Integrated Relational Database
- > Universal Queue & Blended Contacts
- > Multiple Outbound/Inbound Program Management - run 260+ outbound and unlimited inbound in-production campaigns simultaneously
- > IVR, Automated Messaging & Text-to-Speech
- > Digital Voice & Screen Recording, plus Interaction Analytics
- > Call Pacing Selection by Program
- > Answering Machine Detection
- > Skills-Based Routing
- > Call List Management
- > Regulatory Compliance Features
- > Custom Script Development and 'On-the-fly' Modifications with 'Point-and-Click' Interface
- > Real-time Query-based Reporting with Customisation Tools (view on-screen, print or email)
- > Unified Contact Histories with Up-to-the-second Data Accuracy
- > DNIS/ANI Capture
- > Remote Agent Monitoring
- > Internal & External Voice and Data Transfers
- > Payment Processing
- > 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 +44 (0) 161 772 7100 or visit Noble Systems online at www.noblesystems.com.

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