

Publishing Services

Unified Contact Solutions from Noble Systems®

Increase New Subscriptions & Manage Current Accounts ...

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



- > Increase Productivity with More Right-Party Contacts & Caller ID
- > Improve Efficiency through Automated Messaging & 'Virtual Agents'
- > Enable Customer Self-Service & Save Agent Resources with Personalised Notifications & Interactive Tools for Subscription Renewals, Account Payments, Delivery Changes, and more
- > Improve Service Levels with Effective Contact Routing & On-Hold Messaging for Special Notices
- > Identify Trends & Potential Issues with Interaction Analytics
- > Send Accounts to More Experienced Agents through Skills-based Routing & Allow Account Ownership for High-Value Accounts and Subscriptions
- > Predict Sales-by-Agent using Custom Reports
- > Observe Agents with Live Local and Remote Monitoring Tools & Voice and Screen Recording, plus QA Scoring and Evaluations
- > Create A Unified Environment for All Outbound & Inbound Communications via Multimedia Voice, Email, & Web Services
- > Achieve Regulatory Compliance while Maintaining Productivity
- > Gain the Power of a Stable, High-Transaction Platform
- > Maximise Performance with the Dynamic Management Suite

“ We use the system for collections, reminders and courtesy calls. *Productivity* has been *higher* than any expectations. We **screen 85% or more of answering machines**. *The agents love the system*; they are happier, and we are much more **proactive, proficient, and efficient**, and **turnover is down** substantially. *Collection revenue* has *increased* by 200 percent – that is **an awesome number!** And, the reporting features are excellent. ”

“ We are able to use *blended calls* for *inbound and outbound* work, so we can manage publisher renewals, surveys, sales, and other programs. Now, we **save time and money** and use our **staff more effectively**. Noble has enabled us to *enhance our business* and take it up to new levels of *productivity*, and we love the *first-class support services*. ”

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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 interested parties. If a person is interested in learning more, the call can transfer to an agent; if not, leave an automated message with a return phone number. For more efficient service, the Noble suite can integrate with your existing circulation software to provide account information and payment options, and to record results automatically, without engaging agent resources.

Enable Customer Self-Service with Personalisation & Interactive Tools

Automated messaging can be used to notify customers of account changes, to verify new subscriptions, and to remind them of renewal dates. Self-service menus allows customers to respond immediately by entering a credit card number on the keypad for automated processing or getting an address to mail a payment. Inbound options allows subscribers to set start/stop notifications and indicate a missed delivery – 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, route calls for subscriptions and ads to different groups, or assign reps to specific 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

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.

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 Missed Delivery & Start/Stop Notifications
- > Digital Voice & Screen Recording & Interaction Analytics
- > Skills-Based Routing
- > Answering Machine Detection
- > Internal & External Call Transfers
- > Agent-Specific Callback Scheduling
- > Call Pacing Selection by Program
- > Customised Scripts & Agent Desktops
- > Unified Contact History
- > Real-time, Onscreen Reporting with Up-to-the-second Data Accuracy
- > Third-party Database, Billing, & Circulation System Interfaces
- > Order Entry / Ad Processing
- > 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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