

Fundraising & Non-Profit

Increase New Donations, Manage Existing Donor Relationships, Improve Program Performance & Reduce Costs...

Noble Systems offers powerful technology solutions for the Fundraising & Non-Profit industry that can help you increase your contact rates, enhance your donor services, and streamline the communications process. Noble's integration solutions give you the tools to expand the productivity of your agents, use resources more effectively, gain new donations, and improve your overall results.

- Improve Contacts and Maintain Compliance with Advanced List Management & Dialing Strategies to Target Specific States/Zipcodes with Timezone Management, Single & Dual Recording, and Wireless Number Dialing Solutions in a PCI-Ready Environment
- Manage Multiple Programs Simultaneously, with Separate Workflows, Pacing, Lines, Agents, Lists & Data Capture Selections for Each
- Control Dialing Activities with 8 Separate & Distinct Pacing Methods, including FTC Compliance Settings
- Make More Presentations per Hour and Increase Productivity with More Right-Party Contacts & Caller ID
- Increase Close Rates with Skills-based Routing to Send Students and Accounts to More Successful Reps First & Increase Accountability and Relationship-building with Account Ownership
- Offer Advanced Options such as Skills-based Routing, Appointment Setting, Interactive Tools, Automated Messaging, Personalized Information, Self-Service Payments, Remote Users, VoIP & 'Virtual Agents'
- 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, and Speech Analytics with Real-time Screening
- Create a Unified Environment for All Inbound, Outbound & Blended Contacts for Multiple Sites using a Centralized Management Portal and Omnichannel Voice, Email, & Web Services
- Keep Management Informed with Accurate Data, Agent Monitoring & On-Demand Real-Time Reporting
- Manage Regulatory Compliance for Do Not Call and Consumer Privacy and Protection Legislation While Maintaining Productivity with our PCI-Ready Platform, Data Privacy & Contact Compliance Tools

“ The Noble platform has given us the tools to *efficiently and effectively* run our fundraising operation. We have had a **strong improvement in agent productivity**, resulting in **increased donor support** for our service, and have been able to **extend our service to other groups** in the region. ”

“ With Noble, the **productivity increase is tremendous**. Originally, we were making 15 - 20 calls an hour. **Now, we are averaging 35 - 40 calls**. Integration with our donor management system means that **we can respond immediately to time-critical needs** rather than spending hours sorting through paperwork. ”

Fundraising & Non-Profit Solutions

Build Productivity with More Right-Party Contacts

Noble uses one of the industry's most advanced dialing algorithms and superior detection to drive agent productivity rates. With 95%+ answering machine detection, and busy, no answer, and disconnect recognition, reps receive only live parties instead of unproductive numbers.

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/zip. Complete reporting shows you the result of every call attempt.

Enhance Programs with Outbound Messaging & Student Self-Service

Outbound messaging and text-to-speech tools help ensure that reps are talking to qualified parties. Automated messaging can be used to notify donors of new fundraising drives and campaigns, verify new donations, and send renewal reminders. Self-service menus allow donors to respond immediately with automated functions, such as payment processing or attendance confirmations. Inbound options support account changes, scheduling updates, or basic information such as hours or event details – all without requiring a live rep.

Improve Service Levels with Effective Contact Routing

Skills-based routing can increase service results by routing calls based on rep skills or program assignment. Assign specific agents to repeat donors, send new donors to agents with a history of more success, or route new call for new and existing accounts to different groups. Rep-specific

callbacks are also supported. Digital recording tools capture commitments and calls can be transferred, without hanging up and dialing another number.

Create a Unified Environment for All Communications & Multiple Sites

Reps can handle outbound and inbound voice and non-voice channels at the same time, promoting increased efficiency. Dialing automatically adjusts to changing call volumes while optimizing agent activity. Integration with our built-in database, or with your existing systems, ensures that donor records are maintained with up-to-the-second accuracy. Multi-session tools allow agents to handle more than one interaction at a time help to improve service levels, efficiencies, and agent utilization. And, you can manage multiple sites from a single, centralized location, including remote offices and work-from-home reps.

Maximize Performance with the Dynamic Management Suite

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

- Inbound & Outbound Contact Management with Advanced Omnichannel Queue Management to Reduce Inbound Hold Times
- Advanced List Management, Call Pacing Options & Timezone Controls by Program or List for Managing Dialing Strategies, Answering Machine & Live Connect Detection
- Integrated Relational Database with Multiple Numbers per Record and Complete Contact Histories and Web-based Integration to Third-Party Software (such as contact databases, accounting software, etc), and Web Services for Lead Insertion
- Customized Scripts & Workflows with Appointment Setting Calendars and Secure Payments
- Skills-Based Routing & Account Ownership Features
- 'Virtual' Representatives, Automated Messaging, IVR & Text-to-Speech for Donor Self-Service and Personalized Notifications
- Internal & External Call Transfers and Rep-Specific Callback Scheduling
- Digital Voice & Screen Recording, Line and Agent Monitoring &, QA Scorecards
- Multi-site Management & Remote Representatives
- Real-time, Onscreen Reporting with Up-to-the-second Data Accuracy
- Compliance Features
- Speech Analytics with Real-time Screening & Scoring, Best Time to Call & Workforce Management with Real-time Adherence

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.

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