

Healthcare Solutions

Unified Contact Solutions from Noble Systems®

Customer Service & Relationship Management Solutions for Improved Patient Care...

Noble Systems offers powerful unified technology solutions for the **Healthcare industry** that help our clients improve patient care through better customer service and management of patient relationships, leading to increased patient satisfaction, while also improving the efficiency of their operations and reducing their costs. Our solutions offer complete care of the patient throughout the relationship lifecycle, beginning with initial scheduling and pre-registration processes and appointment confirmations, to payments, collections and patient account services, to continued patient notifications or services and on-going relationship management. Noble also offers solutions that help clients meet regulatory compliance requirements (such as HIPAA, FDCPA, TSR, etc), delivering tools and features that can be integrated with the user's processes to conform with data security and privacy standards and requirements regarding consumer contacts.

- Increase Productivity with More Right-Party Contacts, Caller ID, Best Time to Call & Proactive Campaign Strategies
- Make Pre-Registrations & Reminder Calls Effortless with 'Virtual Campaigns' and Personalized Patient Messaging for More Completions and Fewer Missed Appointments
- Improve Patient Responses & Collection Rates with 'Agent-Less' Interactive Tools & Payment Options
- Enhance Service & Performance Levels with Effective Call Handling to Send Patients to the Right Representatives using Skills-based Routing & Account Ownership
- Identify Trends & Potential Issues with Interaction Analytics and Achieve Greater Efficiencies & Better Management Control
- Manage Regulatory & Legislative Compliance including PCI, HIPAA, DNC, TCPA and more with our PCI-Ready Platform, Data Privacy & Contact Compliance Tools
- Create A Unified Environment for All Outbound & Inbound Communications via Multimedia Voice, Email, & Web Services
- 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 Multi-channel Contacts for Multiple Sites or Departments using a Centralized Management Portal



“Noble has been *a great enhancement* to our patient programs. For patient accounts, we have **reduced collection costs from \$9 to \$0.25** by using *virtual campaigns*, while **increasing dollars collected by almost 500%**. Calls in our Patient Services center have **increased by an average of 140%** for both *inbound and outbound calls*, and our representatives are **completing 80% more registrations.**”

“Noble gives us an inbound and outbound solution, with customizable agent workflows and powerful dialing, routing, recording, reporting, and WFM **all in a single, unified platform** – *with only one product to learn and one vendor to call for support*. And Noble has been there to **support our growth** every step of the way.”

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Build Productivity with More Right-Party Contacts

The Noble communications platform uses one of the industry's most advanced dialing 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, collectors receive only live customers, instead of unproductive numbers. Multiple phone numbers per record, account ownership and preview dialing, and multi-line dialing also help build contact rates.

Save Agent Resources with Personalized Patient Messaging

Outbound messaging and text-to-speech tools help ensure that agents are talking to the correct people. If the patient is available, 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 Solution can be integrated with your existing collections software or patient database to provide account information and payment or other options and record contact results automatically, without engaging an agent.

Increase Patient Response with Interactive Tools & Payment Options

Self-service menus allows patients to respond immediately by entering a credit card number on the keypad for automated processing, getting an address to mail a payment, confirm or re-schedule an appointment, or provide other information. Or, they can choose to speak with an agent to receive more account details.

Improve Debt-Recovery & Service Levels with Effective Routing

The use of skills-based routing can increase your collection results by sending patients to more experienced agents first, as they are available. 'Tougher' accounts can be routed to more effective closers or accounts with special needs can be sent to skilled agents. Account Ownership features allow agents to 'own' specific accounts. Digital recording tools capture promises-to-pay or other confirmations for later verification and patients can be transferred as needed, without hanging up and dialing 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. Dialing automatically adjusts to fluctuating call volumes while optimizing agent activity. Agents can work one-on-one with patients on assigned accounts. Email and web support help you provide completely unified patient services for multimedia channels.

Maximize Performance with the Dynamic Management Suite

Manage all of your collections 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.

- Predictive Dialer & ACD
- Universal Queue & Blended Contacts
- Advanced List Management, Call Pacing Options & Timezone Controls by Program or List for Managing Dialing Strategies, Answering Machine Detection
- Multiple Phone Numbers per Record
- Customized Scripts & Agent Desktops with Appointment Setting Calendars & Admission Form Tools
- Pre-recorded Script Segments for Delivering Instructions, Rebuttals, 'Mirandas', & Greetings
- Skills-Based Routing & Account Ownership Features
- 'Virtual' Agents, Automated Messaging, IVR & Text-to-Speech for Patient Self-Service with Patient-specific Messaging
- Integrated Relational Database with Complete Contact Histories and Web-based Integration to Third-Party Systems
- Digital Voice & Screen Recording, and Interaction Analytics with Real-time Screening & Scoring
- Multi-site Management with Local, Remote & Work-from-home Agents
- 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 center technology solutions, providing innovative products since 1989. Tens of thousands of agents at 4,000+ client installations worldwide conduct business using the award-winning Noble platform for inbound/outbound/blended communications. The scalable, integrated Noble solutions include advanced ACD and predictive dialing; 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 1.888.8.NOBLE.8 or visit Noble Systems online at www.noblesystems.com.

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