

# Healthcare

## Customer Service & Relationship Management Solutions for Improving the Patient Care Continuum...

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, and maintaining privacy standards. 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.

- 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
- 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, including PCI, HIPAA, DNC, TCPA and more with our PCI-Ready Platform, Data Privacy & Contact Compliance Tools

“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.”

# Healthcare 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. Calendar-based appointment setting tools let you schedule meetings for qualified prospects, or complete an application form and transfer the call directly to a counselor for faster processing.

## 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 & Patient Self-Service

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 options and record contact results automatically, without engaging an agent.

## Improve Service Levels with Effective Contact 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. Rep-specific callbacks are also supported. Digital recording tools capture commitments and patients 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 volumes while optimizing agent activity. Integration with our built-in database, or with your existing systems, ensures that patient 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, with Answering Machine & Live Connect 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, Line and Agent Monitoring & QA Scorecards
- Multi-site Management with Local, Remote & Work-from-home Agents
- Real-time, Onscreen Reporting with Up-to-the-second Data Accuracy
- Regulatory 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](http://www.noblesystems.com).

Copyright © 2017 Noble Systems Corporation. All rights reserved. No part of this document may be reproduced in any form or by any means without written permission from Noble Systems Corporation. Noble Systems, Noble, Composer, Maestro, the n-logo, Amcat and Liberation are registered trademarks of Noble Systems Corporation. All others are property of their respective owners. While every precaution has been taken to ensure the accuracy of the information contained in this document, Noble Systems Corporation assumes no responsibility for inadvertent errors or omissions. The information contained in this document is subject to change without notice.

## NOBLE SYSTEMS

CUSTOMER CONTACT TECHNOLOGIES

Americas: +1 404 851 1331 | +1 888 866 2538  
APAC (AUS): +61 (0) 3 9008 1700  
EMEA (UK): +44 (0) 161 772 7100  
LATAM (CO): +57 321 646 2788

[www.noblesystems.com](http://www.noblesystems.com)