

Inside Sales & Lead Generation

Build Agent Productivity, Generate More Leads, Grow Existing Accounts & Improve Your Sales Programs...

Noble Systems offers powerful technology solutions for Sales & Inside Lead Generation that can help you increase your contact rates, enhance efficiencies, and streamline program management. Our enterprise solution gives you the tools to manage lead generation and new applications, customer service, and collections in one integrated package. With Noble, you can expand the productivity of your agents, use resources more effectively, monitor system activity, manage potential customers and existing accounts, and deliver improved sales 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

“I would recommend Noble to anyone. **The results have been amazing. We have increased overall productivity by 150 - 200%; lead generation is up 250%.** I can manage agents more effectively – I can pull up results, see agent activity, and watch everything they do from a productivity standpoint.”

“With Noble, **the cost per appointment has dropped almost two-thirds, and we are saving 90% on reminder notices.** I can manage and monitor agents with ease – whether they are sitting in the call center or working from home.”

“Noble lets us do more with fewer resources. **We have increased monthly outbound dials from 275,000 to 1.5 million.** At the same time, **we have reduced staffing costs by 30% or more.**”

Inside Sales & Lead Generation 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 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 & 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 customers of new opportunities, verify new accounts, and send payment reminders. Inbound options and self-service menus allow customers to respond immediately with automated functions, such as payment processing, make account changes, or place an order – all without requiring a live rep.

Improve Service Levels with Effective Contact Routing

Skills-based routing can increase your service results by routing calls based on rep skills. Sales calls can be sent to more effective closers, or route calls for new and existing customers to different groups or to specific reps with 'owned' accounts. Customers can be transferred as needed,

without hanging up and dialing another number. Rep-specific callbacks are also supported. Digital recording tools capture orders for sales verification and rep training.

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 customer account 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
- Integrated Relational Database with Complete Contact Histories and Web-based Integration to Third-Party CRM and Lead Generation Software (such as Salesforce.com, Leads360, ACT, Goldmine, etc)
- 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 with Priority and Time of Day Settings
- Customized Scripts & Agent Desktops with Appointment Setting Calendars & Application Form Tools
- Skills-Based Routing & Account Ownership Features
- 'Virtual' Agents, Automated Messaging, IVR & Text-to-Speech for Customer Self-Service
- 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.

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