

Market Research

Improve Researcher Productivity, Manage Center Resources, & Deliver Better Program Results...

Noble Systems offers powerful technology solutions for the Market Research industry that can help you increase your contact rates, enhance efficiencies, and streamline program management. Noble gives you the tools to expand researcher productivity, complete more surveys, use resources more effectively, easily make program and survey modifications, view list and campaign performance, monitor system activity, and deliver improved results.

- Increase Productivity & Connect Rates with Strategy Planning Tools to Get More Right-Party Contacts and to Complete More Surveys
- Manage Multiple Programs Simultaneously, with Different Pacing, Lines, Scripts, Agents, Lists, & Data Capture Selections for Each Program or Campaign
- Build Efficiency through Universal Queues and Blended Inbound/Outbound Agents and Control Dialing Activities with 8 Separate & Distinct Pacing Methods, including FTC Compliance Settings
- Offer Advanced Options such as IVR for Automated Surveys, Digital Recording for Response Confirmation and Compliance Tracking, Remote Users & VoIP Solutions
- Customize Surveys & Make Changes with Point-and-Click Scripting & Manage Program Modifications 'On-the-fly', without Agent or System Downtime
- Keep Your Clients and Teams Informed with Accurate Data, Researcher Monitoring, & On-Demand Real-Time Reporting
- Improve List Management with Real-time Tools to View Performance and Penetration, Import New Lists and Add or Remove Records
- Increase Quality with Integrated Contact Monitoring & Digital Voice & Screen Recording and Speech Analytics with Real-time Screening
- Create a Unified Environment for All Inbound, Outbound & Blended Omnichannel Contacts for Multiple Sites or Departments using a Centralized Management Portal with Integration to Market Research Tools, such as CfMC or External Databases, and Support for Flexible Data Formats
- Achieve 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

“By incorporating the Noble call management software, we are able to **automate, organize and manage our clients' survey programs**. We can easily create custom scripts for new surveys and put them into production quickly. The **stability and range of features** gives us a *faster and more powerful tool* for our survey center management.”

“The *Survey technology* allows us to keep in touch with our members about **issues that affect their daily lives**. The **IVR tools help us work more efficiently with automated surveys**, and our members can easily press a button to talk to a live agent. The data we gather is crucial to forming better relationships with our members and to serving their needs.”

Market Research Solutions

Increase Productivity & Connect Rates 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, agents receive only live parties, instead of unproductive numbers.

Create Custom Surveys & New Programs Quickly & Easily

Noble offers a graphical, point-and-click environment for creating customized researcher desktops. Users can build sophisticated applications, screens, and scripts from our intuitive design tool, without advanced programming knowledge or expensive technical assistance. The system is designed to allow you to get new programs up and running quickly, and to manage in-production programs with rapid modifications. You can also use our QA and screen recording tools to ensure that researchers are using the workflow effectively.

Get More from Your Survey Programs with Advanced Options

A full-featured platform includes the newest in contact center technologies. Options such as automated surveys, personalized notifications, interactive tools, and 'virtual agents' give you more functionality. These high-efficiency applications improve your researchers' productivity, lower program overhead, and save costs, while providing improved results.

Improve Service Levels with Effective Contact & Skills Based Routing

Intelligent call routing can increase your service results by processing calls based on call criteria. Skills-based routing sends calls to agents with the best skills to handle the account. DNIS/ANI capture

lets you direct calls to different agent groups for different services. Researchers can schedule specific callbacks.

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 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
- 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
- Multiple Outbound/Inbound Program Management - run outbound and inbound omnichannel in-production campaigns simultaneously
- Integrated Relational Database with Complete Contact Histories and Integration to Third-Party Software, plus Web Services
- Customized Scripts & Agent Desktops with Callback Management
- Multiple Numbers per Contact Record, with Priority Settings, Internal & External Voice & Data Transfers, DNIS/ANI Capture & Outbound Surveys
- 'Virtual' Agents, Automated Messaging, IVR with Text-to-Speech and Speech Recognition
- 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