

# Service Bureau & BPO

## Improve Agent Productivity, Manage Center Resources, and Deliver Better Program Results...

Noble Systems offers powerful technology solutions for Service Bureaus and BPOs that can help you increase your contact rates, enhance efficiencies, and streamline program management. Noble gives you the tools to expand agent productivity, use resources more effectively, make program modifications, monitor system activity, and deliver improved results for your clients. system activity, manage existing accounts, and deliver improved sales results.

- Increase Productivity with More Right-Party Contacts, Caller ID, Best Time to Call & Proactive Campaign Strategies
- Manage Lead Generation, New Applications, Customer Service & Collections in One Single, Integrated Platform, Running 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, and Manage Incoming Contacts with Intelligent Queue Management
- Offer Advanced Options such as Skills-based Routing, Appointment Setting, Interactive Tools, Automated Messaging, Personalized Information, Self-Service Payments, Remote Users, VoIP, & 'Virtual Agents'
- 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 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
- Keep Management and Clients Informed on Program Performance with Accurate Data, Monitoring & On-Demand Real-Time Reporting
- 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

“ We looked at all the best products and chose **Noble** for its unified platform to support blended outbound and inbound contacts. The system supports a **high through-put**, and the variety of *features and flexibility* give us the tools we need to *better service* the diverse needs of our clients. We believe that Noble has the best team of people and the best product value in the market. ”

“ Noble allows us to keep up with current needs and take on new business **without disruption or loss of productivity**. We can tie into different databases or computer systems, and **become an extension of each client's business**. We can blend agents on inbound and outbound program, and **pass the savings along** to our clients. We pull operational statistics on the hour, for immediate results. ”

# Service Bureau & BPO Solutions

## Increase Productivity & Connect Rates with More Right-Party Contacts

Noble's 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 Scripts & New Programs Quickly & Easily

Composer is an easy-to-use agent desktop builder. Users can develop 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.

## Help Your Clients Get More from Their Programs with Advanced Options

A full omnichannel communications package includes the newest in contact center technologies. Options such as automated messaging, personalized notifications, interactive tools, 'virtual agents', real-time call screening, and more allow you to give your clients more functionality. These high-efficiency applications reduce the dependence on agents, lower program overhead, and let you pass the savings on to your clients, while providing improved results. Integrated WFM tools make sure agents are where they need to be at the right time.

## Improve Service Levels with Effective Contact & Skills Based Routing

Intelligent call routing can increase your service results. Skills-based routing sends calls to agents with the best skills to handle the account, improving first-call resolution, or to specific groups for different

campaigns. DNIS/ANI capture lets you direct calls to different agent groups for different services. Agent-specific callbacks are also supported.

## Provide a Unified Environment for Blended Communications

Agents can be assigned to handle outbound and inbound voice and non-voice channels at the same time, promoting increased efficiency. Integration with our built-in database, or with your existing systems, pushed account details to agent screens, and ensures that your customer accounts are maintained with up-to-the-second accuracy. Agents can work one-on-one with assigned accounts via phone, email, or web interactions. Multi-session tools that allow agents to handle more than one interaction at a time help to improve service levels, efficiencies, and agent utilization.

## Keep Your Clients Up-to-Date with Real-Time Reports

A robust toolset for reporting on agent, group, program, and list statistics helps you direct call activities and meet business objectives. View summary and detail reports on current and historical statistics in on-screen, print, or email format. Or, export information to other packages, so you can give your clients the details they need. 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
- 'Virtual' Agent & Account-Specific Messaging with IVR, Text-to-Speech & Automated Speech Recognition for Self-Service and Secure Payments
- Multiple Outbound/Inbound Program Management - run outbound and inbound in-production campaigns simultaneously
- Preview Dialing & Account Ownership, Skills-based Routing, Internal & External Call Transfers, Skip Tracing
- Best Time/Channel to Call & Proactive Campaign Strategies, Time-zone Monitoring, Multiple Numbers per Record & Callback Management
- Multiple Numbers per Debtor & Wireless Number Management
- Advanced List Management, Call Pacing Options & Timezone Controls by Program or List for Managing Dialing Strategies
- Digital Voice and Screen Recording & Speech Analytics with Real-time Screening & Scoring
- Customized Scripts & Agent Desktops/Workflows with Appointment Setting & Callback Management
- Pre-recorded Script Segments for Delivering Rebuttals, 'Mirandas' & Greetings
- Real-time, Onscreen Reporting with Up-to-the-second Data Accuracy
- Mainframe Integration & Unified Contact History, Seamless Software Interfaces, Integration to Payment Gateways with Secure Web Services
- 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).

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