

Travel & Vacation Ownership

Improve Agent Productivity, Manage Owner Accounts & Increase New Sales...

Noble Systems offers powerful technology solutions for the Travel & Vacation Ownership industry that can help you increase your contact rates, enhance efficiencies, and streamline program management. Our enterprise solution gives you the tools you need to manage telemarketing, customer service and reservations, and collections in one integrated package. Noble can help you expand agent productivity, use resources more effectively, monitor 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 Informed with Accurate Data, Agent 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

“ Since installing Noble, **outbound call volume** for collections has **increased by 83%**, followed by an overall rise in delinquent dollars collected. On the sales side, agents are giving **more presentations per shift**. Real-time monitoring has been instrumental in *improving quality control*. Productivity and efficiencies have increased throughout our collections & sales teams. ”

“ We have found an *outstanding call center partner* in Noble Systems. The system meets our needs for data exchange, giving our service agents access to *customer records* and to a variety of package details. Noble gives us the ability to keep the *information at their fingertips*. The platform provides a **stable environment** and helps us **minimize downtime**. ”

Travel & Vacation Ownership Solutions

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 productivity rates. With 95%+ answering machine detection, and busy, no answer, and disconnect recognition, agents receive only live contacts. Calendar-based appointment setting tools let you schedule meetings for qualified leads, or complete an application form and transfer the call directly for faster processing. Multiple phone numbers per debtor, account ownership and preview dialing, best time to call, and multi-line dialing also help build contact rates.

Increase Response Rates with Automated Messaging

Outbound messaging and text-to-speech tools help ensure that collectors are talking to the correct people. If a person is interested in learning more, 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 suite can be integrated with your CRM and account software to provide account information and payment options, and to record contact results automatically, without engaging agent resources.

Enable Customer Self-Service with Personalization & Interactive Tools

Automated messaging can be used to notify customers of special offers, to verify new accounts, and to send payment reminders. Self-service menus allow customers to respond immediately with automated functions, such as payment processing, make account changes, or even complete a basic application – all without requiring the help of a live agent.

Improve Debt-Recovery & Service Levels with Advanced Routing

Sales calls can be sent to more effective closers, or route calls for new and existing

accounts or collections to different groups. Agent-specific callbacks are also supported. Digital recording tools capture orders for later verification and customers can be transferred as needed, without hanging up and dialing another number. Decisioning tools can analyze and score new applications for faster service.

Create a Unified Environment for All Communications

Agents can be assigned to handle outbound and inbound voice and non-voice channels at the same time, promoting increased efficiency. Agents can work one-on-one with customers on assigned accounts. Multi-session tools that allow agents to handle more than one interaction at a time help to improve customer service, efficiencies, and agent utilization levels.

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.

Manage Regulatory Compliance with Patented Technologies

Noble Systems has introduced an innovative, state of the art toolset for Legislative Compliance. 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.

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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