

# Noble® IVR

Interactive Voice Response

The Noble® IVR (interactive voice response) solution offers intelligent routing and automated responses to callers in order to meet customers' needs for instant information and rapid service 24 hours a day, 7 days a week. IVR technology with self-service features allows contact centers to enhance interaction with customers with fewer agent resources and lower costs. Noble's IVR solution is scalable, easy to set-up, and customizable for both inbound and outbound applications.

## Utilize the Power of an Integrated System

The array of capabilities and advantages offered by this tool rival stand-alone, third party IVR systems. Basic features include touch-tone routing (phone tree routing), which can be linked to skills-based routing, DNIS or call overflow routing. Expanded functionality delivers the ability to replay or 'speak' numbers, money amounts, dates and times, etc, and can integrate with an offsite mainframe system or with our payment processing option to provide automated billing and payment services.

## Increase Opportunities with Inbound and Outbound Features

The IVR can be used as both an inbound and an outbound feature. Inbound IVR can be used to gather data from callers in order to route them to the best agent to help them achieve first-call resolution. Outbound IVR applications include messaging applications, surveys, market research, and polls in which the system dials a list and plays IVR recordings. Personalized information can be provided using text to speech. Subjects enter their responses either via the keypad or by speaking them, and the system tracks and reports the results.

## Provide Personalized Service

Offer your clients 24/7/365 access to account information, payment options and other pertinent information. Save on staff resources while giving personalized, targeted customer service with specific messages. By combining IVR with web services and our advanced text-to-speech and speech recognition tools, your customers can even serve themselves. Connect to payment gateway providers using secure web services to support automated payment processing.

## Reduce Dropped/Abandoned Calls

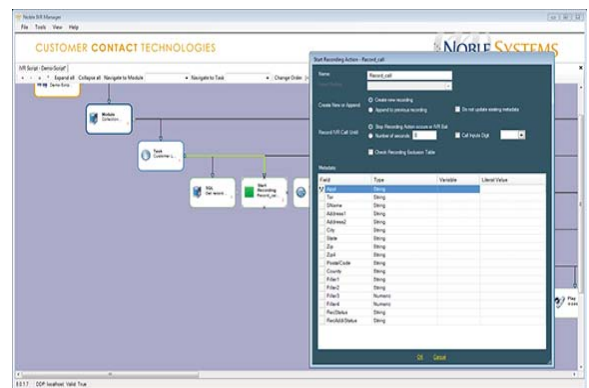
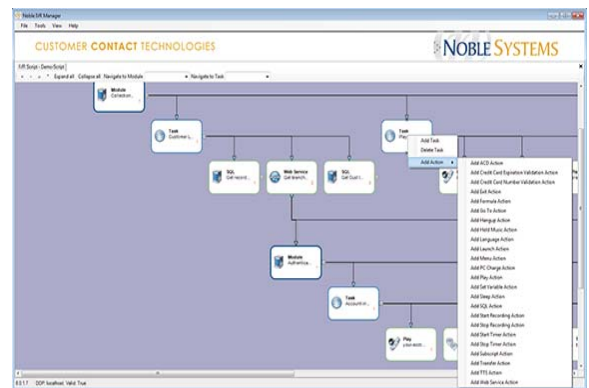
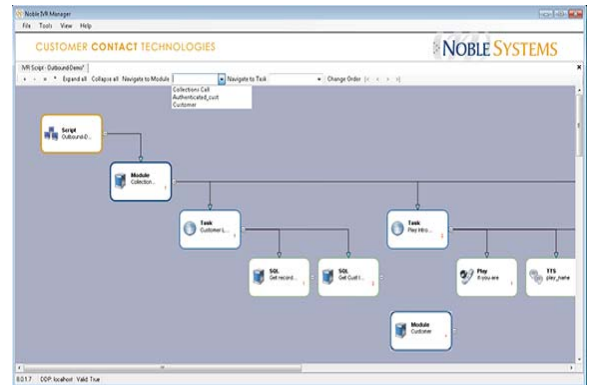
Keep more callers on-line by eliminating call transfers and on-hold time spent waiting for a qualified agent to assist them. IVR qualifies callers' needs and ensures they receive the most rapid response to their questions.

- Inbound & Outbound Application Support
- Improve Customer Service with More Efficient Call Routing
- Use with Text-to-Speech, Automated Speech Recognition and Web Services to Provide Personalized Customer Information for Self-Service and Messaging Applications
- Intuitive IVR Flow Builder for Easy Maintenance
- IVR Call Recording and Real-time Reporting for Menu Selections

**“ With the inbound ACD and IVR features, Noble has allowed us to work with a large number of customers in a short amount of time and to expand our retention efforts quickly & easily. ”**

# Noble® IVR

- Single Easy Set-Up with our Intuitive Menu Builder : color-coded icons, zoom in/out and expand/collapse options, highlight incoming and outgoing routes, subscript routing, language sets, and sequential actions
- Unlimited Number of Prompts & Messages for Application Routing
- Database & Customer Account Integration
- Outbound Messaging & Survey Capabilities
- Text to Speech (TTS) Ability : provide personalized messaging for customers by "speaking" information from the database
- Automated Speech Recognition (ASR) : allows customers to speak digits or words as menu responses rather than using the keypad
- Web Services Support
- Customers Can Access Information without Requiring Agent Resources : personalized account information, automated payment processing, responses to frequently questions (addresses, directions, etc.), fax-on-demand, etc; regular callers can bypass prompts
- IVR Call Recording : capture caller and any vox file or messages played during the call
- Offsite Mainframe Interface Capability
- Wide Array of Management Reports
- Customizable & Scalable
- Supports Multiple Languages
- Award-Winning 'IVR Virtual Assistant' for Hold Queue Management & Customer Callbacks
- Fully Expandable to Meet Your Specific IVR Program Needs



*\*Some functionalities may require separate licensing or professional services.*

*“ The IVR Builder program is one of our favorite features. From start to finish, we can create and deploy a complex IVR script. The diagrams are easy to read, so even non-technical people can create a new map. ”*

## ABOUT NOBLE SYSTEMS CORPORATION

Noble Systems Corporation is a global leader in the customer communications industry, providing innovative solutions for Unified Communications, Business Process 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 multi-channel inbound, outbound and blended contact processing, strategy planning, and resource management tools for companies of all sizes. Our CPE, CaaS and innovative premise/cloud hybrid platforms include ACD, predictive dialing, blended processing, recording and monitoring, IVR, messaging, interaction analytics and workforce management. Call 1.888.8.NOBLE.8 or visit [www.noblesystems.com](http://www.noblesystems.com).

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