

# Noble® Outbound

Predictive Dialing & Outbound Contact Management

**Noble® Outbound automates, organizes, and manages your calling and multichannel campaigns and resources, enabling you to build productivity and increase outbound volume. The Noble Outbound predictive dialer and contact manager is a full-featured outbound contact solution delivering call management, list control, and workflow management, with an integrated robust, industrial strength database. Our contact management software provides complete reporting, monitoring, and supervision control that helps you view real-time activities, measure results, and manage your operations more effectively.**

## Depend on System Reliability & Intelligence

Noble's reliability and support keeps your center operational around the clock. Customer data is captured and stored in a robust, industrial strength Informix database, giving you the information and content you need to drive your CIM and teleservices programs. On-Line Transaction Processing (OLTP) updates the database in real-time for efficient program management. Built-in, automated system checks and responsive support provide proactive problem-solving and reduces downtime for maintenance issues.

## Customize a Solution to Meet Your Business Needs

The Noble Solution is custom-configured and designed to meet the day-to-day requirements of your operations, allowing you to easily manage events and quickly adapt to the dynamic and constantly changing needs of your call center. With a variety of solution enhancements, the predictive dialing solution can be expanded to include inbound and blended programs, with additional tools for IVR, digital recording, messaging, email and web capabilities, payment processing and more.

## Improve Quality & Accuracy

Monitoring capabilities give you supervisory control and allow you to observe agents, ensuring quality and accuracy. Busy/disconnect/no answer screening, answering machine detection with 98% accuracy, SIT tone recognition, and 'tele-zapper-proofing are just some of the features included in our platform. With Noble, you eliminate manual dialing errors, provide your callers with immediate and personal service, and create a truly efficient call center that maximizes your agent productivity.

## Take Advantage of Legislative Compliance Tools

Noble delivers a full set of tools to help contact centers meet the challenge of complying with industry regulations. Time zone controls, abandonment rates, Do Not Call List management with real-time screening, ANI broadcasting, wireless dialing and consent management, and complete reporting features make it easy to comply with legal guidelines, so you can avoid costly fines.

- Unified Platform for Blended Outbound, Inbound and Multichannel Contacts
- Powerful Dialer with 8 flexible pacing methods, including Predictive, Preview, Dial Now, Blasting, & Compliance Lockdown
- SIT and Answering Machine Screening, Automated Messaging, Database Screen Pops, Transfers & Conferencing
- Universal Queue for Phone, Email, SMS & Web Contacts
- Integrated IVR, Text to Speech, & Call Recording
- Agent Monitoring & Intuitive Management Portal for Real-time Reporting
- Compliance-Ready Solutions for Do Not Contact & Legislative Regulations, including TCPA

**“ After implementing the Noble solution we saw a 250-300% increase in productivity, and projects that used to take a month are now completed in about a week. ”**

# Noble® Outbound

- Voice, Busy, Disconnect & No Answer Detect, Answering Machine Detect with Automated Messaging Ability
- Busy, Disconnect & No Answer Detect
- Variable Call Pacing : 8 user-defined methods
- Dropped Call Retrieval
- Database Screen Pops
- Manage 250+ simultaneous applications
- Conference Calls : up to three lines, plus call recording
- Internal & External Call Transfers
- Agent Callback Scheduling
- Personal Script Announcements : pre-record unlimited number of agent messages to play in any order during call (bridge greetings, legal disclosures, etc)
- Floating Agent & Manager Stations
- Remote Agents
- Multisite Networking
- Auto-Scheduled List Dialing
- Multiple lines per agent
- Interactive Voice Response (IVR)
- Agent Monitoring & Coaching : side-by-side and remote; listen, coach & barge modes with Noble Station Mirroring
- Real-time Reporting & Exception Notifications: agents, groups, lists, & campaigns
- Do Not Call List Management, Time zone & Calling Hour Controls, Wireless Dialing Management
- Agent Hours Tracking for Payroll
- Noble Guardian : automated system diagnostics
- 3rd party Switch Integration
- Multichannel Contact Management : manage voice, email, SMS, and web contacts in a single queue (email, SMS and web require additional software)
- And much more...

