

| Retail

IMPROVE THE CUSTOMER EXPERIENCE ACROSS THEIR ENTIRE LIFECYCLE

Noble's customer contact solutions designed for the Retail industry help you manage customer communications at every stage of the customer lifecycle. From acquisition and loyalty contact to fulfillment, direct response management and more, Noble helps you increase your contact rates, enhance customer service and streamline the communications process. We help you make the most of every customer interaction, so your contact center can be more productive and more efficient while delivering a great experience that keeps customers coming back.

KEY BENEFITS



Increase Contact and Response Rates

Get more right-party contacts with multiple numbers per customer, advanced dialing algorithms, list management, superior screening, and best time to contact.



Send Inbound Calls to the Right Resources

Get customers to the best agent quickly. Assign "owned" accounts, send new customers to a welcome group, or route high-value accounts to more skilled reps.



Ensure Legal Compliance

Patented tools help you protect personal data and meet contact regulations, including wireless dialing, consent, TCPA, DNC, PCI-DSS, FD CPA, Ofcom, GDPR, etc.



Improve Rep Engagement

Give team members clear vision into their goals and progress, and recognize their achievements for a more engaged workforce.



Support Self-Service

Automated messaging and integration with internal systems makes it easy for customers to manage their accounts and make payments while increasing efficiencies and reducing costs.



Automate Easy Tasks

Keep overhead low and improve productivity with virtual agents, personalized messaging, consolidated workflows, and process automation.



Streamline Workflows

Help your reps do more in less time and optimize utilization by putting multiple tools (scripts, product/store info, account databases) and omnichannel queues in a single, integrated desktop.



Manage More Efficiently

Real-time dashboards and in-depth reporting and analysis let you monitor performance and results so you can fine-tune strategies.

FEATURES

- Call pacing and omnichannel, multi-session queues
- Intelligent call routing based on rep skills and customer record attributes
- Detect voicemail/machines, busy signals, disconnects
- Self-service customer account updates and payments
- Compliance tools for PCI-DSS, TCPA, DNC, GDPR, etc.
- Pre-record disclosures/rebuttals and manage call-backs
- In-call and post-call voice and screen monitoring
- Real-time dashboards and performance reporting for total visibility
- Best time to contact and strategy management by region and channel
- Audio and video recording for verifications and quality
- Integrate with payment portals, contact lists, databases, and third-party platforms
- Streamline scheduling and improve adherence
- Track goals and reward employee achievements

WHAT OUR CUSTOMERS SAY

“ We can direct callers to the right teams to take those calls. We have different brands, we have different languages, we have customer service, we have technical, and it's easy to point those calls to where we need them to go. And Noble helps follow the rules and regulations, to keep us compliant across the board.