

# Education

## Manage Student Accounts & Alumni Relations, Improve Programs for Recruiting, Enrollment & Capital Campaigns, and Reduce Operational Costs...

Noble Systems offers powerful technology solutions for Educational organizations that can help you increase your contact rates, enhance efficiencies, and streamline program management. Our enterprise solution gives you the tools to manage student recruitment and enrollment programs, improve the results of capital campaigns and fundraising, increase efficiency in student accounts and collections, and keep in touch with Alumni, all in one unified platform. With Noble, you can expand the productivity of your representatives, manage contacts with prospective students, existing students, and alumni, and use resources more effectively, while reducing the overhead costs associated with these critical activities.

- 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 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
- Make More Presentations per Hour and Increase Productivity with More Right-Party Contacts & Caller ID
- Increase Close Rates with Skills-based Routing to Send Students and Accounts to More Successful Reps First & Increase Accountability and Relationship-building with Account Ownership
- Offer Advanced Options such as Skills-based Routing, Appointment Setting, Interactive Tools, Automated Messaging, Personalized Information, Self-Service Payments, Remote Users, VoIP & 'Virtual Agents'
- 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 Services
- Keep Management Informed with Accurate Data, Agent Monitoring & On-Demand Real-Time Reporting
- Manage 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

“ In the first three weeks using the Noble platform, inbound handling increased by 109% and outbound calls increased by more than 430%! Noble gives us more features, and integrates with our databases and accounting software, to eliminate manual lookups and improve speed of service. ”

“ The Noble platform was the right size for our business needs. Since implementing Noble just a couple of months ago, we are averaging 7 more appointments a week, and we expect that to continue to increase. The system is doing precisely what we expected it to do, and more. ”

“ Noble provides a powerful outbound solution with the flexibility to work with our existing inbound switch and the ability to customize the solution to meet our needs. The reporting and management tools are easy to use and help us coordinate resources, allow us to see what is working and what is not, and give us more control over our programs. ”

# Education Solutions

## Build Productivity with More Right-Party Contacts

Noble uses one of the industry's most advanced dialing algorithms and superior detection to drive agent productivity rates. With 95%+ answering machine detection, and busy, no answer, and disconnect recognition, reps receive only live parties instead of unproductive numbers. Calendar-based appointment setting tools let you schedule meetings for qualified prospects, or complete an application form and transfer the call directly to a counselor for faster processing.

## Improve Response Rates, Lead Management and Tracking

For more efficient service, the Noble suite can be integrated with your CRM software or database to provide account information and to record contact results automatically. DNIS tracking and integration to third-party systems (such as Salesforce.com and ACT) help you track response rates and manage leads. Timezone management helps you target calls by state/zip. Complete reporting shows you the result of every call attempt.

## Enhance Programs with Outbound Messaging & Student Self-Service

Outbound messaging and text-to-speech tools help ensure that reps are talking to qualified parties. Automated messaging can be used to notify students and alumni of new opportunities, verify new accounts, send reminders, or update the status of an application. Self-service menus allow students to respond immediately with automated functions, such as payment processing or appointment confirmations. Inbound options support account changes, scheduling updates, or basic information such as hours or directions – all without requiring a live rep.

## Improve Service Levels with Effective Contact Routing

Skills-based routing can increase service results by routing calls based on rep skills or program assignment. Capital campaign calls can be sent to more effective closers,

or route calls for prospective or existing students to different groups or to specific reps with 'owned' accounts. Rep-specific callbacks are also supported. Digital recording tools capture commitments and calls can be transferred, without hanging up and dialing another number.

## Create a Unified Environment for All Communications & Multiple Sites

Reps can handle outbound and inbound voice and non-voice channels at the same time, promoting increased efficiency. Dialing automatically adjusts to changing call volumes while optimizing agent activity. Integration with our built-in database, or with your existing systems, ensures that student account records are maintained with up-to-the-second accuracy. Multi-session tools allow agents to handle more than one interaction at a time help to improve service levels, efficiencies, and agent utilization. And, you can manage multiple sites from a single, centralized location, including remote offices and work-from-home reps.

## Maximize Performance with the Dynamic Management Suite

Manage all of your critical contact 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'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
- Advanced List Management, Call Pacing Options & Timezone Controls by Program or List for Managing Dialing Strategies
- Integrated Relational Database with Multiple Numbers per Record and Complete Contact Histories and Web-based Integration to Third-Party Software (such as contact databases, accounting software, etc), plus Web Services
- Customized Scripts & Workflows with Appointment Setting Calendars & Application Form Tools
- Skills-Based Routing & Account Ownership Features
- 'Virtual' Representatives, Automated Messaging, IVR & Text-to-Speech for Student or Account Self-Service, Secure Payments
- Internal & External Call Transfers and Rep-Specific Callback Scheduling
- Digital Voice & Screen Recording, Line and Agent Monitoring & QA Scorecards
- Multi-site Management & Remote Representatives
- Real-time, Onscreen Reporting with Up-to-the-second Data Accuracy
- Compliance Features
- 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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