

| **Education****CREATE A BETTER STUDENT EXPERIENCE  
WITH IMPROVED COMMUNICATIONS**

Noble's contact solutions help Educational service institutions and providers streamline their communications processes and increase representative productivity with contact management solutions that improve right-party contact rates and save resources. Our industry-leading suite of tools helps you manage all of your student communications more effectively, from servicing existing students and alumni to recruiting programs for new prospects.

**KEY BENEFITS****Schedule More Appointments and Grow Conversion Rates**

Smart analytics targets the right people at the right time, so you spend more time getting the right results, and less time on missed connections.

**Increase Right-Party Contacts**

Advanced dialing algorithms, list management, and superior screening help your representatives reach more live, qualified parties.

**Ensure Legal Compliance**

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

**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 students to manage their information 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, appointments, account databases) and omnichannel queues into 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, student account attributes, and more
- Detect voicemail/machines, busy signals, disconnects
- Self-service student account updates and payments
- Compliance tools for PCI-DSS, TCPA, FDCPA, 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**

“Dials to appointments ratio improved by 33% and show rates also improved. We are able to make better forecasts, schedule agents more effectively, increase list penetration, route calls more efficiently, improve agent productivity, enhance the quality of our contacts, and grow revenues.”