| **Financial Services**

INCREASE CONTACTS, MANAGE COMPLIANCE, ENHANCE SERVICE & IMPROVE RECOVERY RATES

Financial service contact centers are rich with customer data, yet many companies have barely tapped into the possibilities this creates. Noble's patented technologies help you improve productivity and take advantage of new opportunities, while helping ensure regulatory compliance. Our solutions manage everything from lead generation and credit/loan qualification decisions to customer service and collections in one integrated, easy-to-use package.

KEY BENEFITS

Ensure Legal Compliance
Patented tools help you protect personal data and meet complex contact regulations, with built in tools for PCI-DSS, TCPA, FDCPA, FTC, DNC, GDPR, and more.

Route Calls to Top Performers
Let agents 'own' accounts, route high-value calls to your top agents, and automatically escalate calls based on keyword/phrase detection.

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

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

Collect with Self-Service
Integration with internal systems makes it easy for customers to manage their information and make payments, freeing your agents for higher-yield or critical aging accounts.

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

Keep Agents on Pace
Flexible pacing and omnichannel queues let agents handle multiple interactions at once to optimize efficiency and utilization.

Manage More Efficiently
Real-time dashboards and in-depth reporting and analysis let you see performance and results so you can fine-tune strategies.

FEATURES

- Compliance tools for PCI-DSS, TCPA, FTC, FDCPA, DNC, GDPR, etc.

- Detect voicemail/machines, busy signals, disconnects

- Self-service payment and account updates

- Pre-record rebuttals and manage call-backs

- Real-time and post-call voice and screen monitoring

- Call pacing and omnichannel, multi-session queues

- Real-time dashboards and performance reporting for total visibility

- Best time to contact and strategy management by region and channel

- Record promises to pay

- Intelligent call routing based on agent skills, customer attributes, and more

- Integrate with pay portals, contact lists, databases and third-party platforms

- Streamline scheduling and improve adherence

- Track goals and reward employee achievements

WHAT OUR CUSTOMERS SAY

" *We've seen a dramatic increase in productivity within our contact centers since installation. Outbound calls are up, inbound wait times have dropped, and handle times are down. The clear reporting enables our managers to track productivity and customer service like never before.*