

| Collections

INCREASE RIGHT-PARTY CONTACTS & RECOVER MORE PAYMENTS

Thanks to our deep understanding of collection center needs, practices and regulations, Noble's state-of-the-art, unified contact system won't just get more promises-to-pay, it will also help you reduce overhead and gain more control over your business. Noble collection center solutions give you the tools to enhance the productivity of your collectors, save resources, create a better consumer experience, and improve your overall debt recovery results.

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 collectors '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 have reduced collection costs from \$9 using agents to \$0.25 with virtual campaigns. Dollars collected have grown from \$120K to \$500-700K per month. The Noble system more than paid for itself within the first month alone.