

| **Fundraising & Non-Profits****POWERFUL TOOLS FOR YOUR MEMBERSHIP
& DONOR CENTER CHALLENGES**

Fundraising organizations and non-profits need efficient systems to help them contact potential members, track pledges and volunteers, and manage donor databases. Noble's contact center solutions make it easier than ever to maximize your fundraising and membership efforts with tools to help streamline contact processes and plan productive campaigns.

KEY BENEFITS**Increase Contacts and Response Rates**

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

**Send Inbound Calls to the Right Resources**

Get members to the best person quickly. Assign reps to accounts, send new donors to special groups, or route high-value members to more successful reps.

**Ensure Legal Compliance**

Patented tools help you protect personal data and meet contact regulations, including wireless dialing, consent, TCPA, DNC, PCI-DSS, FDCA, 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 members to manage their information and make donations 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.

**Maximize Campaign Performance**

Comprehensive management suite allows users to build more efficient workflows, define campaigns, monitor real-time dashboards and generate customized performance reports.

FEATURES

- Call pacing and omnichannel, multi-session queues
- Intelligent call routing based on rep skills, donor account attributes, and more
- Detect voicemail/machines, busy signals, disconnects
- Self-service member 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, appointment calendars, and other platforms
- Streamline scheduling and improve adherence
- Track and reward agent achievements

WHAT OUR CUSTOMERS SAY

“ We are seeing a multitude of benefits from our use of Noble and have increased agent productivity and efficiency. The most important benefit is the overall Financial gain from our ability to easily handle multiple, diverse campaigns with much more accurate reporting on activities and results.