

| Inside Sales & Lead Generation

GENERATE MORE LEADS. GROW EXISTING ACCOUNTS. IMPROVE YOUR SALES PROGRAMS.

Noble Systems offers powerful technology solutions for Sales & Inside Lead Generation that can help you increase your contact rates, increase speed to lead, enhance efficiencies, and streamline program management. Our enterprise solution gives you the tools to manage lead generation and new applications, customer service, and collections in one integrated package. With Noble, you can expand the productivity of your agents, use resources more effectively, monitor system activity, manage potential customers and existing accounts, and deliver improved sales results!

KEY BENEFITS



Increase Contact and Response Rates

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



Support Self-Service

Automated messaging and integration with internal systems makes it easy for customers to manage their accounts, place re-orders, and make payments more efficiently while reducing your costs.



Send Inbound Calls to the Right Resources

Get customers to the best agent quickly. Assign "owned" accounts, send new customers to a welcome group, or route high-value accounts to more skilled reps.



Automate Easy Tasks

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



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.



Streamline Workflows

Help your reps do more in less time and by unifying sales databases, like Salesforce, with multiple tools (scripts, product info) and omnichannel queues in a single, integrated desktop.



Improve Rep Engagement

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



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, customer record attributes, and more
- Detect voicemail/machines, busy signals, disconnects
- Self-service customer 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 CRM/databases, payment portals, contact lists, and third-party platforms
- Streamline scheduling and improve adherence
- Track goals and reward employee achievements

WHAT OUR CUSTOMERS SAY

“The results from Noble have been amazing. Lead generation is up 250%. The cost per appointment has dropped almost two-thirds, and we are saving 90% on reminder notices. We have significantly increased monthly outbound dials by four-fold and have reduced staffing costs by 30% or more. I can manage and monitor agents with ease – whether they are sitting in the call center or working from home.”