

| Market Research

COMPLETE MORE SURVEYS & IMPROVE RESOURCE EFFICIENCY

Noble's smart contact center solutions can help you improve the productivity of your researchers, increase contact rates and streamline program management. Not only will you make more efficient use of your resources, you'll also deliver better program results.

KEY BENEFITS



Increase Contact and Response Rates

Get more contacts and complete more surveys with multiple numbers per customer, advanced dialing algorithms, list management, best time to contact, and automated surveys.



Improve Service Levels

Intelligent routing process calls based on user-defined criteria and matches agents with the best skills to handle the account. DNIS/ANI capture directs calls to different agent groups for different services.



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.



Simplify Survey Design

Get new programs up and running quickly with intuitive point-and-click tools that eliminate advanced technical assistance. Build new surveys with our desktop and IVR designers.



Automate Easy Tasks

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



Streamline Workflows

Help your researchers do more in less time and optimize utilization by putting multiple tools (scripts, account databases, knowledge libraries) 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 researcher skills, customer record attributes, and more
- Detect voicemail/machines, busy signals, disconnects
- Self-service surveys and account updates
- 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 contact lists, third-party platforms, and payment processors
- Streamline scheduling and improve adherence
- Track goals and reward employee achievements

WHAT OUR CUSTOMERS SAY

“ We make 100,000+ calls a day across multiple types of campaigns and Noble handles this volume with ease while screening out bad and unconnected calls so that our agents work more efficiently. ”