

| News, Media & Publishing

GAIN NEW SUBSCRIBERS & SERVICE EXISTING ONES MORE EFFICIENTLY

Noble's flexible contact center technology solutions designed for the News, Media and Publishing industries help you increase agent productivity so you can provide better service to your existing subscribers, get new subscribers, and improve efficiencies that can lower your operational costs.

KEY BENEFITS



Increase Contact, Response and Conversion Rates

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



Assign Inbound Calls for FCR

Use skills-based routing to get customers to the best resource. Assign reps to "own" subscribers, send new accounts to separate 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, FDCPA, 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 subscribers to manage their accounts and make payments 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, CRM, accounting databases) 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 rep skills, subscriber account attributes, and more
- Detect voicemail/machines, busy signals, disconnects
- Self-service subscriber 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, databases, and third-party platforms
- Streamline scheduling and improve adherence
- Track goals and reward employee achievements

WHAT OUR CUSTOMERS SAY

“The efficiencies we've gained to help move us forward while controlling costs are key – getting the most out of agents, agents in the right place at the right time, contacting people at the right time. In a business where there's not a lot of revenue growth, keeping it efficient is critical to us.”