

| **Service Bureaus & Outsourcers**

IMPROVE EFFICIENCIES AND PERFORMANCE & PROVIDE BETTER CUSTOMER SERVICE

Noble’s contact center technology solutions designed for Service Bureaus and Outsourcing help you improve the overall efficiency of your operations by expanding agent productivity, helping you use resources more effectively to reduce costs, and making it easy to manage diverse programs, to deliver improved results for your clients. Give your agents the tools they need to be successful so you can provide superior customer experiences and grow your business.

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.



Send Inbound Calls to the Right Resources

Get customers to the best agent quickly. Assign “owned” accounts, send customers to groups by client, or route high-value accounts to more skilled 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.



Advanced Features to Meet Diverse Client Needs

Give your clients more with options for multi-channel tools, self-service, messaging, personalization, recording, QA, analytics, engagement, and more.



Customize Workflows & Automate Easy Tasks

Easily build different workflows for each client’s programs. Keep overhead low and improve productivity with virtual agents, consolidated workflows, and process automation.



Streamline Workflows

Help your reps do more in less time and optimize utilization by putting multiple tools (scripts, account databases, knowledge libraries) and omnichannel queues in a single, integrated desktop.



Manage More Efficiently

Real-time dashboards and in-depth reporting and analysis let you monitor performance and results and share it with your clients, so you can fine-tune strategies.

FEATURES

- Call pacing and omnichannel, multi-session queues
- Intelligent call routing based on rep skills and customer record attributes
- 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 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 use of the Noble platform has been nothing less than revolutionary for us. Our agents are happier, and our retention rate is above the industry average. The financial benefits are obvious – we have achieved a 50% gain in agent talk-time per hour, which has translated to a significant improvement in our bottom line.