

| Travel & Vacation Ownership

CREATE BETTER EXPERIENCES FOR OWNERS & CUSTOMERS

Flexible technology solutions designed for the Travel and Vacation Ownership industry help you manage customer communications at every stage of the customer lifecycle. From customer acquisition to managing reservations and service issues, Noble can help you do it more efficiently than ever before.

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 new customers to a welcome group, 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, 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 customers to manage their accounts and make reservations and payments while you reduce overhead 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, reservations, account 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, account holder 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 payment portals, contact lists, databases, and third-party platforms
- Streamline scheduling and improve adherence
- Track goals and reward employee achievements

WHAT OUR CUSTOMERS SAY

“With Noble, we gained more than just the ability to comply with the complicated regulations. We also gained productivity – which is a huge advantage. RPC per call rates have increased 200%+. Speech analytics and recording helps us improve quality and customer service. And we have better reporting and insight to manage our programs more effectively.”