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## **Dollar UK Achieves Dramatic Key Metric Improvements with Noble Systems' Cloud Contact Centre Solution**

**Manchester, UK – 25 January 2017:** [Noble Systems](#), a global leader in omnichannel contact centre technology solutions, is pleased to announce that [Dollar UK](#) have seen dramatic improvements to their contact centre key metrics following implementation of the [Noble® Enterprise Cloud Solution](#).

Dollar UK, a leading provider of consumer finance, selected Noble Systems because they offered a true vendor partnership to support the company's expansion plans. Dollar UK were unable to meet their business objectives with their incumbent supplier. Since implementing the Noble Cloud Solution they have seen several improvements, including the following key metrics:

- Inbound abandonment rates have decreased by over 63%.
- Agent wrap time has decreased by over 30%.
- Average wait times have decreased by almost 30%.

"We chose Noble Systems to future proof our investment" said Mike Blomfield, Chief Information Officer (CIO), Dollar UK. "We were looking for the right platform that could be implemented rapidly, with advanced functionality that could improve productivity and help us provide better customer service. We found Noble to be a flexible and helpful partner right from the beginning of the contract".

Dollar UK has also seen improvements in efficiency with a single point for monitoring, call recording and real-time reporting. The Noble solution allows for rapid ad-hoc dialling campaigns, which means that the Dollar UK managers are now able to create new campaigns and have them up and running within an hour.

"Noble Systems and Dollar UK are a great example of a true customer/vendor partnership" said Colin Chave, General Manager, Noble Systems EMEA. "We are proud to support Dollar UK on their ongoing journey and are delighted to hear of the incredible improvements in their key metrics".

### **About Noble Systems**

Noble Systems is a global leader in the customer communications industry, providing innovative solutions for Contact Centre, Workforce Management and Analytics technologies. Tens of thousands of agents at 4,000+ client installations worldwide use Noble platforms to manage millions of customer contacts each day. Noble offers a unified suite of inbound, outbound and blended omnichannel communications, strategy planning, resource management and compliance tools for companies of all sizes. Our premise, cloud and innovative premise/cloud hybrid platforms include ACD, predictive

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*The world's smartest contact centre software company.*

# PRESS RELEASE

## *For Immediate Release*

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dialling, blended processing, recording and monitoring, IVR, messaging, interaction analytics and workforce management. For more information, contact Sian Ciabattoni on 0161 772 7100 or visit [www.noblesystems.com](http://www.noblesystems.com).

### **About Dollar UK**

Dollar UK is a leading provider of consumer finance, running brands such as The Money Shop and Payday UK. The Money Shop is a provider of financial services to a wide range of customers nationwide. Products include loans, pawnbroking, gold to cash, travel money, retail jewellery and cheque cashing. The Money Shop online is a platform that allows easy access to a variety of Money Shop products including a range of short terms loans.

Websites: [www.dollaruk.com](http://www.dollaruk.com) | [www.themoneyshop.com](http://www.themoneyshop.com)

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