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Permanent TSB to Improve Contact Center Performance and Compliance with Noble Systems' Composer Real-Time Speech Analytics
One of Ireland's leading financial services providers selects Noble's advanced in-call screening

Atlanta, GA – December 8, 2016: Noble Systems Corporation, a global leader in omnichannel contact center technology solutions, is pleased to announce that permanent tsb have made the commitment to focus on enhancing controls within their contact center and provide superior customer service with Noble Composer Real-Time Speech Analytics (RTSA).

The permanent tsb management team were looking for a solution that enabled them to review live customer interactions as they were happening, delivering recommendations for the agent's next action to dramatically improve the customer experience. Maintaining a compliant message to their customers was also a significant factor in the decision making process, and the Noble Composer RTSA solution ticked every box, promoting agent compliance on every call.

Alan Murphy, Head of Collections at permanent tsb, said "At permanent tsb, we take customer service very seriously and we have invested heavily in technology that will support our agents to provide exceptional service and support to our clients. One of the key reasons we purchased Composer RTSA from Noble Systems was to complement our existing Noble technology, allowing us to identify areas of the scripted conversation not going to plan for our agents and to proactively notify them during the call. With Composer RTSA, we can listen out for key phrases to ensure that 100% of calls are in compliance and that any customer or agent issues are flagged in real-time, rather than after the event."

Noble's Composer Real-Time Speech Analytics "listens" to every agent interaction, providing a virtual coaching partner for each agent. Using a library of user-defined phrases, Noble Composer RTSA monitors each call and triggers an alert when a phrase is detected or not detected in the agent or called-party side of the interaction, based on the conditions defined for the campaign. Alerts can be sent to managers via the Noble Harmony web manager interface or to agents using the Noble Composer agent desktop.

"We are delighted that permanent tsb have invested in Composer RTSA, and we are looking forward to seeing them quickly realize their return on investment and at the same time improve their customer journey and increase agent satisfaction," said Chris Hodges, Noble Systems' Senior VP Sales and Marketing. "The beauty of Composer RTSA is that agents can respond immediately via decisioning tools, automatically pushing the right information to the agent for the next step of the interaction. It allows the agent to become more informed – from answering a specific question more efficiently, to taking advantage of an opportunity, or notifying a manager to intercept a difficult call."

About Noble Systems

Noble Systems Corporation is a global leader in the customer communications industry, providing innovative solutions for Contact Center, 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 dialing, blended processing, recording and monitoring, IVR, messaging, interaction analytics, and workforce management. For more information, contact Lee Allum at 1.888.8NOBLE8 or visit www.noblesystems.com.

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