

# Compliance-Ready Contact Solutions

Now, more than ever, it is important for companies to be in compliance with industry regulations, including the recent FCC TCPA ruling. Noble Systems is a leader in delivering compliant solutions, with compliance experts on staff and seven patents for compliance technologies.

Noble's latest Compliance-Ready Contact Solutions help you meet the FCC TCPA criteria for wireless calling and automated dialing, as well as other regulatory statutes.

- The "lock-down" Compliance Appliance™ Server only allows calls to be initiated via manual dialing by a human.
- A "lock-down" configuration of the Compliance Appliance removes any potential for adding future software.
  - No software can be added to generate telephone numbers using a random or sequential number generator.
  - No software can be added to provide the ability for predictive dialing.
  - No software can be added to automatically dial telephone numbers from a list.

Noble Systems has been working with contact centers for over 25 years to provide proven solutions for customer contact management, including Unified Communications, Analytics, and Business Process Management. Founded by a former call center operator, Noble Systems understands the challenges that these organizations face every day.

Noble's offering of Compliance-Ready Solutions provide innovative, state of the art toolsets for legislative compliance, delivering features, reports, and tools designed to help you manage your operations in accordance with government legislation and industry guidelines around the world, including ANI Broadcasting, Abandonment Rate Caps, DNC Registries, FDCPA, FTC, TSR, TCPA, PCI, HIPAA, Ofcom, ACMA, and more.

## • Compliance Server Lock-Down

Noble's "Lock-down" Compliance Appliance Server is set so that it cannot be modified or enhanced to store lists or to generate random or sequential numbers.

## • Abandonment Call Rates

Noble can adhere to a 3% or lower abandonment rate per campaign over a 30-day period, with reporting to show compliance. The 3% cap is enforced via the Compliance Lock-down feature, which imposes the governor by implementing pacing management and hold messages. Noble can also set a minimum number of rings per call, and offers bridge announcements or pre-recorded scripts that can span the interval before the agent gets the call, as well as the ability to play an abandon message in the event that the thresholds are breached.

## • Opt-Out Mechanism

Noble's IVR provides mechanisms to update Global Do Not Call (DNC) or client-specific exclusion tables, during the original outbound call or if a client returns a call to the now mandatory opt-out number that must be provided when launching outbound calls for broadcast messaging campaigns.

Noble's offering of Compliance-Ready Solutions provide innovative, state of the art toolsets for achieving Legislative Compliance.

- Compliance Server Lock-down
- Abandonment Call Rates
- Opt-Out Mechanism
- DNC List Management
- Calling Hours & Days
- ANI Broadcasting
- Recording Consent
- Wireless Number Dialing
- Wireless List Scrubbing
- Data Security

Learn more:  
[noblesystems.com/compliance](http://noblesystems.com/compliance)



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## • DNC & Wireless List Management

Noble provides comprehensive tools for managing DNC Lists. Do Not Call Lists can be loaded and 'scrubbed' against other lists. The in-production 'Purged Numbers' option command matches a list against the DNC List in real-time and removes numbers that correspond. Agents can also enter a status code for 'Do Not Call' during wrap time when a contact requests to be removed from the calling list. DNC Lists can be managed on a campaign-by-campaign or system-wide basis, and can be turned on and off for exempt and non-exempt applications. Noble also offers List Scrubbing services for both wireless portability and blocks and wireless litigation.

## • Calling Hours

Noble allows users to specify time windows during which numbers can be dialed for a campaign. The start and stop time for each day of the week can be defined at the country, state, area code, or exchange level. Holiday schedules can also be created to override the regular call window for a specific date. The call window indicates the earliest and latest time a number can be dialed based on the number's local time zone, not the time zone for the contact center. The system can also be configured to use a wireless party's residential address for determining the party's local time zone.

## • ANI Broadcasting

Noble's solutions provide mechanisms to display and manipulate the ANI (or Calling Line ID) that is broadcasted with the outbound call at a campaign level, and even on a call per call level.

## • Recording Consent

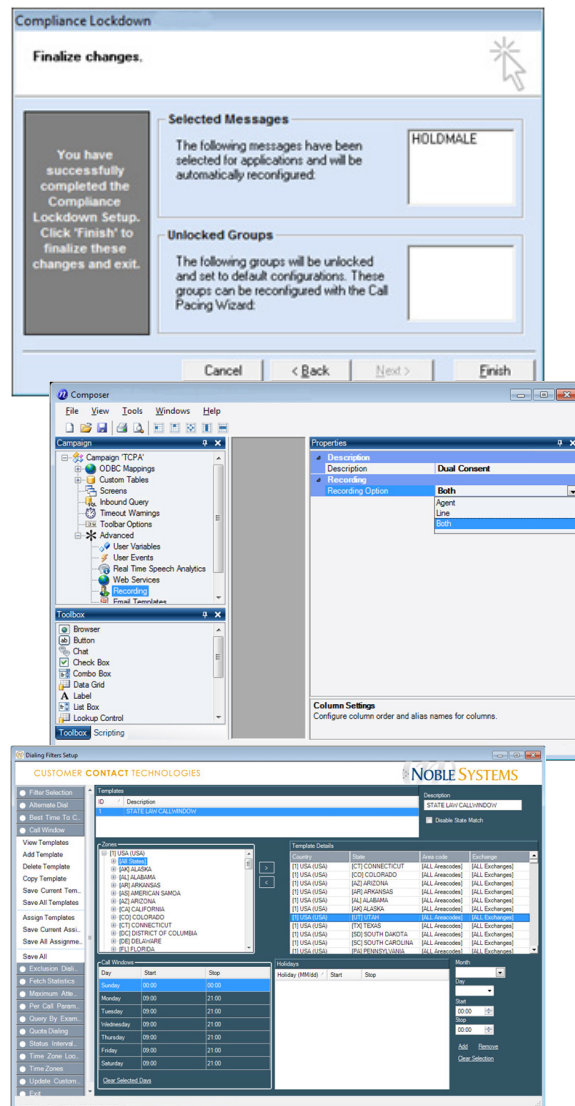
Noble offers stereo call recording that captures both the agent and line side conversations. For dual consent states, the line side recording can be turned off when recording consent is not obtained, allowing you to retain the agent side for training and quality purposes.

## • Wireless Number Dialing

Noble has developed a patented TCPA Wireless Number Compliance Solution to help users manage the manual dialing of wireless numbers for which previous consent has not been obtained, while also screening records for other FCC and calling regulations. In addition, our industry-leading Best Time to Call tools can help predict the optimum time to dial a wireless number to get the best result, segregating landline numbers that are automatically dialed and wireless numbers that are manually dialed into separate queues for improved management.

## • Data Security

Noble delivers PCI-Ready solutions. Multi-level security protects your sensitive customer data, with user-defined permissions and role-based access down to the field level. Our secure payment tools support DMTF masking and recording stop/pause when confidential data is being entered. Encryption at rest, server hardening, advanced password management, and secure-level support options can be used as a part of your overall business compliance practices. Clients receive an approved PCI DSS Implementation Guide to assist in implementing and maintaining a PCI-compliant Noble contact center platform when integrating with PC Charge for payment processing.



To learn more about Noble Systems and our Compliance Solutions for contact centers...

Visit: [noblesystems.com/compliance](http://noblesystems.com/compliance)  
See our Compliance resource library, including product information, brochures, and webinars

Email: [info@noblesystems.com](mailto:info@noblesystems.com)

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