

Noble® Outbound

Increase the Productivity of Your Outbound Campaigns

Get the power to improve the productivity and effectiveness of your outbound campaigns. No matter whether your campaign goals are customer acquisition, collections, growth, retention or something else, we can help you get to your goals quickly and efficiently.



Noble® Outbound automates, organizes, and manages your calling and multichannel campaigns and resources, enabling you to build productivity and increase outbound volume. The Noble Outbound predictive dialer and contact manager is a full-featured outbound contact solution delivering call management, list control, and workflow management, with an integrated robust, industrial strength database. Our contact management software provides complete reporting, monitoring, and supervision control that helps you view real-time activities, measure results, and manage your operations more effectively.

Depend on System Reliability & Intelligence

Noble's reliability and support keeps your center operational around the clock. Customer data is captured and stored in a robust, industrial strength Informix database, giving you the information and content you need to drive your customer contact programs. On-Line Transaction Processing (OLTP) updates the database in real-time for efficient program management. Built-in, automated system checks and responsive support provide proactive problem-solving and reduces downtime for maintenance issues.

Take Advantage of Legislative Compliance Tools

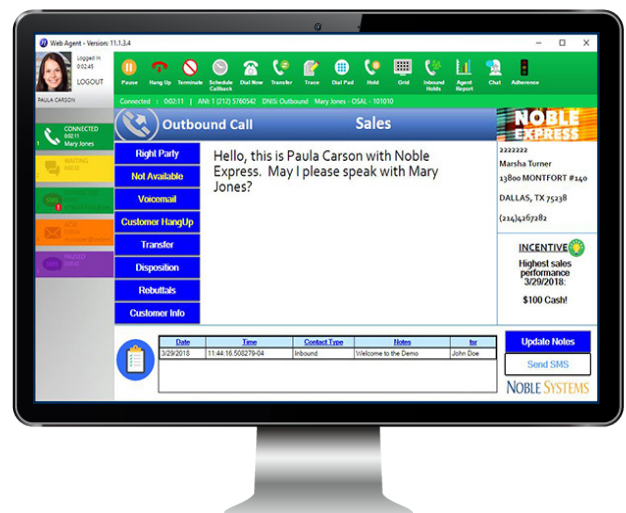
Noble delivers a full set of tools to help contact centers meet the challenge of complying with industry regulations. Time zone controls, abandonment rates, Do Not Call List management with real-time screening, ANI broadcasting, wireless dialing and consent management, and complete reporting features make it easy to comply with legal guidelines, so you can avoid costly fines.

Customize a Solution for Your Business Needs

The Noble Solution is custom-configured and designed to meet the day-to-day requirements of your operations, allowing you to easily manage events and quickly adapt to the dynamic and constantly changing needs of your call center. With a variety of solution enhancements, the predictive dialing solution can be expanded to include inbound and blended programs, with additional tools for IVR, digital recording, messaging, email and web capabilities, payment processing and more.

Improve Quality & Accuracy

Monitoring capabilities give you supervisory control and allow you to observe agents, ensuring quality and accuracy. Busy/disconnect/no answer screening, answering machine detection with 98% accuracy, SIT tone recognition, and 'tele-zapper-proofing' are just some of the features included in our platform. With Noble, you eliminate manual dialing errors, provide your callers with immediate and personal service, and create a truly efficient call center that maximizes your agent productivity.



FEATURES

- ✓ Intuitive Desktop Builder tools create new scripts quickly and easily without advanced programming
- ✓ Flexible desktops with point-and-click navigation and easy access to call tools, assignable by campaign
- ✓ Voice, Busy, Disconnect & No Answer Detect, Answering Machine Detect with Automated Messaging Ability
- ✓ Busy, Disconnect & No Answer Detect
- ✓ Variable Call Pacing: 8 user-defined methods
- ✓ Dropped Call Retrieval
- ✓ Database Screen Pops
- ✓ Manage 1,000+ in-production outbound groups simultaneously
- ✓ Conference Calls: up to three lines, plus call recording
- ✓ Internal & External Call Transfers
- ✓ Agent Callback Scheduling
- ✓ Personal Script Announcements: pre-record unlimited number of agent messages to play in any order during call (bridge greetings, legal disclosures, etc)
- ✓ Floating Agent & Manager Stations
- ✓ Remote Agents
- ✓ Multisite Networking
- ✓ Auto-Scheduled List Dialing
- ✓ Multiple lines per agent
- ✓ Interactive Voice Response (IVR)
- ✓ Agent Monitoring & Coaching: side-by-side and remote; listen, coach & barge modes with Noble Station Mirroring
- ✓ Real-time Reporting & Exception Notifications: agents, groups, lists, & campaigns
- ✓ Do Not Call List Management, Time zone & Calling Hour Controls, Wireless Dialing Management
- ✓ Agent Hours Tracking for Payroll
- ✓ Noble Guardian: automated system diagnostics
- ✓ Seamless Integration with the Noble ACD
- ✓ 3rd party Switch Integration
- ✓ Multichannel Contact Management: manage voice, email, SMS, and web contacts in a single queue (email, SMS and web require additional software)
- ✓ And much more...

“ After implementing the Noble solution we saw a 250-300% increase in productivity, and projects that used to take a month are now completed in about a week. Noble is far superior to the other products on the market. It is simply easier, faster and more cost-effective for the benefits we receive.

The screenshot shows the 'Campaigns' management interface. At the top, there are navigation tabs: Configuration, Control Panel, Data Management, Quality Assurance, System, Utilities, and Wallboard. Below this is a breadcrumb trail: Home > Configuration > Campaign Maintenance. There are two buttons: 'Convert Campaigns' and 'Add'. A note says 'Drag a column header and drop it here to group by that column'. The main table has columns: Campaign, Description, Type, and Active. The table contains 20 rows of campaign data.

Campaign	Description	Type	Active
000	000	Inbound	Yes
0001	0001	Inbound	Yes
0002	Copy of 0001Test	Inbound	Yes
0003	DIAL TESTING APPLICATION	Callback / Dial Now	Yes
0004	DIAL TESTING APPLICATION	Unknown	Yes
000C	CallbackH52	Callback / Dial Now	Yes
000E	Inbound5.2Test	Inbound	Yes
001	001	Inbound	Yes
0010	DIAL TESTING APPLICATION	Unknown	Yes
001C	OutboundPreviewHarmony5.2	Outbound Predictive / Preview	Yes
1	1	Inbound	Yes
101	Another campaign	Inbound	Yes
12/D	12 jared	Callback / Dial Now	Yes
199	199	Inbound	Yes
18N	test	Callback / Dial Now	Yes
1C	Copy of 1	Inbound	Yes
1COP	Copy1	Inbound	Yes
2	2	Inbound	No
211	test	Inbound	No
3	3	Inbound	Yes

At the bottom of the table, there is a pagination control showing '1 - 20 of 217 items' and 'items per page' set to 20.

TRUST THE EXPERTS
 A COMPREHENSIVE OUTBOUND SOLUTION.
 Our outbound platform is a full-featured contact center tool that automates, organizes and manages your outbound campaigns and resources so you can increase productivity and improve efficiency. Let us show you how it works.

The World's Smartest Contact Center Software Company

Visit noblesystems.com or contact us to learn more:

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