SUCCESS STORY

THE SUPERIOR COURT OF CALIFORNIA
COUNTY OF VENTURA

Superior Court of California, Ventura County's (SCCU) Collection Unit was established in 1989 and is responsible for the collection of delinquent and non-delinquent court ordered fines, fees, victim restitution, and failure to appear traffic citations. The Unit also performs financial reviews to determine a client's ability to pay. Collection offices are located in the court's three facilities in Ventura, Simi Valley, and Oxnard, with a staff of 60+, including managers and supervisors, analysts, collections officers, and support staff.

The Ventura County Court is committed to providing services that maximize collections while maintaining a positive rapport with residents and making efficient use of public funding. To this end, the Collection Unit focused on updating its contact technology.

Richard Cabral, Senior Court Program Manager, stated, "We had an older system, and we knew that there were newer technologies which could help us be more effective while reducing costs – which is always important in the public sector. We started looking at options that were out there, and Noble Systems came to the table with a very strong offering in the *Noble® Enterprise* suite.

"Noble had acquired our existing system vendor, so they had a great understanding of the limits of our system and what we could gain with an upgraded platform, including integration to our case management system that would help us improve efficiency. They also created a lot of value by showing how we could do more with options for speech analytics and right-party contact data analytics."

The Court implemented its Noble platform in phases, starting with the Noble UC platform of *outbound dialing* and *inbound blending*. With the *Composer Web Agent Desktop*, collections officers have access to workflows that help streamline tasks by integrating with the Court's case management system, allowing them to handle calls more quickly. The web environment also reduces the hardware and software footprint required for each officer, minimizing overhead costs. *IVR* tools support intelligent call routing to further improve service levels and handle times. *Recorder* allows call audio and video to be recorded.

Cabral talked about some of the benefits which they observed with the Noble platform, saying, "We quickly saw an increase in list penetration. By monitoring the call list status in control panel, we are able to make changes to group assignments to ensure we are working all records. Our wait times have decreased, and we have been able to automate some processes because of the ability to integrate with our CMS platform."

The Noble suite includes a powerful management toolset. *Maestro* provides real-time dashboards and control panels with customizable views to give managers quick access to monitor agent activities, queues and service status, and center resources. The web-based *Reports* allow managers to view performance and results information from standard libraries and custom queries, so they can make informed decisions from virtually anywhere, whether they are on the center floor or away from the office.

Cabral explained, "We find the monitoring options for live QA (listen, coach, and barge) and the ability to view the agent's screen with the audio to be very useful. This allows a QA supervisor to see exactly which screens the agent is accessing in our case management

Summary:
Superior Court of California, Ventura County's (SCCU) Collection Unit is tasked with the challenge of collecting on court ordered debt, while also showing good stewardship for the community which it serves. The Court meets these goals with the *Noble® Enterprise* technology platform, which has helped its offices to significantly increase contact rates and collections, and to provide better service and reduce costs.

Industry | Government

Applications | Collections

Solutions | Enterprise Solution, Outbound Contacts & Inbound Blending, IVR, Call Recording and Quality Assurance, Data Analytics and Best Time to Call, Interaction Analytics, Web-based Agent Desktop and Workflow Builder with Softphone, Real-time Management & Reporting, Software Integration

Stations | 40

system and helps identify training needs more effectively. The color-coding and alerts in the Agent Station view make it very easy to see an agent's status."

The second phase of the project was the addition of Noble's *Interaction Analytics** module. With Recorder and Interaction Analytics, recorded calls are screened automatically to improve quality and training. "The Recording and Speech Analytics are my favorite features," Cabral observed. "We can quickly validate all calls for completeness, compliance and quality. It delivers actionable insights that enable us to drive the right agent behaviors. With the speech analytics, the time to train new agents has been reduced and agent performance has improved. These insights are used to improve best practices that drive more successful calls. The filtering process makes searches easier and faster than ever before and we are able to find root causes to issues that we didn't know existed."

In the third project phase, the Court implemented data analytics with *Noble CallTech*, a sophisticated tool for projecting the best time to call on a case and to predict the probability of getting the desired result at any given time, based on past behaviors. As a part of this phase, the Collections Unit conducted a champion-challenger test and experienced a significant uplift in right-party contacts.

Cabral commented on the implementation process, "Our Noble implementation engineers were all very knowledgeable and were a big help in the system configuration and set up. The on-site training allowed us to get hands-on experience with our actual system, and we were able to create our tables, lists, and screens while we were being trained. We've become very proficient on the system and do not have the need to call Noble Support very often – but when we do our experience with their support team has been terrific. The technicians have been very helpful and will follow-up on open ticket items until the issue is resolved. The web-based training available through Noble UNIVERSITY Online is also very thorough and easy to follow."

The selection of the Noble Enterprise platform has proven to be very beneficial for Ventura Superior Court, allowing them to improve collections while being good stewards of the community which they serve through improved service and cost-efficiencies. Cabral highlighted their results, saying, "Our collectors are far more efficient using the Noble Outbound solution than they were with our previous dialer. Our daily list penetration increased significantly and we have fewer busy signals. With more effective Campaign Management, we have increased agent outbound calls by 85%. More importantly, in the first six months after going live on the Noble dialer our revenue increased 29%. The addition of the CallTech analytics allowed us to increase our RPCs by 61%. Noble has definitely delivered on the promise to enable us to generate more revenue without having to hire more staff."

*Noble Interaction Analytics and RTSA is Powered by Nexidia® Interaction Analytics, manufactured under license from the Georgia Tech Research Corporation, U.S.A. Patent Pending.

> *Our collectors are far more efficient with the Noble platform. With the combination of campaign management, data analytics, and quality monitoring tools, list penetration has increased significantly, outbound calls are up by 85%, and agents are more productive and better trained. More importantly, since going live on Noble, RPCs have grown by 61%. Noble has definitely delivered on the promise to enable us to generate more revenue without having to hire more staff.*

Richard Cabral
Senior Court Program Manager

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