Noble® Messenger
Manage Outbound Broadcast Communications With Ease

Noble Messenger makes it easy to manage outbound broadcast communications, freeing agents to focus on more important tasks and eliminating the need for third-party services.

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Noble® Messenger lets you send broadcast messages to your customers quickly, without taking agent resources away from other responsibilities. Get in-house capabilities to send special offers, service reminders, welcome messages, or renewal information, and deliver time-sensitive announcements quickly so customers can take action. Integrate with Noble's IVR, Text to Speech, and Speech Recognition features for total control of messaging programs.

Improve Response Rates and Offer Unique Opt-in Services

Give your customers control by letting them "opt in" to receive communications like reminders, notifications, scheduling services, placing orders and more. Plus, integration with your existing customer database increases opportunities to personal messaging and improve response rates.

Increase Personalization and Reduce No-ROI Inbound Calls

Using text to speech (TTS) tools, you can create individual messages for each customer, tailoring them with account details, special offers and response options. By proactively providing customers with frequently requested, personalized information, you can reduce low-value inbound calls and increase responses for high-value accounts.

Maximize Agent Productivity By Integrating Virtual Agents

Reduce the time agents spend on matters that could be handled by virtual agents by taking advantage of integrated broadcast messaging. Our platform combines blended contacts with Noble IVR and Noble TTS so you have total control of which messages need a live or virtual agent.

Provide Proactive Service with Easy Information Pushes

Keep customers informed and satisfied without sacrificing efficiency by using messaging tools to notify them automatically and in advance about shipment delays, temporary service disruptions, subscription expirations, account limits, payment issues and appointment reminders.

In our first month of using Messenger to leave call-back requests, we increased inbound calls by 70% and collections by 50%, setting a record for the year in what was usually our slowest month.

The World's Smartest Contact Center Software Company

Visit noblesystems.com or contact us to learn more:

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