

NOBEL BIZ

We've got the Touch in Telecom!

NobelBiz is made up of call center professionals. We are the experts our customers rely on to deliver a set of revenue generating differentiators not found among any of our competitors.

NobelBiz began as a division of INC.500 global telecom provider Nobel. Since 2005 NobelBiz has operated as an independent facilities-based carrier providing carrier and enhanced carrier services exclusively to the contact center. In that period we've experienced consistent, profitable double and triple digit annual growth while maintaining customer retention that leads the industry. We now support nearly 500 blended contact centers, including a third of the CIS top 50 outbound, top 50 inbound, and top 50 collections firms in the US.

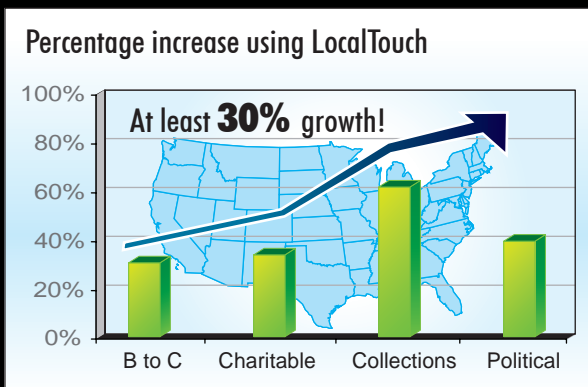
NobelBiz provides services to customers managing billions of calls each month. We deliver a highly resilient carrier platform that handles massive peaks (DRTV, political campaigns) and the lulls that inevitably arise. Our cloud-based applications provide a frictionless way to gain transparency and control of the contact center, using open standards that enable our customers to interact in whatever way is most effective to them.



LocalTouch™ PATENTED

Our flagship **LocalTouch™** (a patented service) is designed to increase the effectiveness of outbound campaigns for teleservices call centers and collection agencies. This value-added service integrates seamlessly into your existing telephony infrastructure (predictive dialers, PBX's, etc.) providing a cost effective method for increasing contact rates at outbound centers and RPC's for collection agencies.

- **LocalTouch™** has been shown to increase contact rates above thirty percent (30%) while also substantially increasing list penetration.
- **LocalTouch™** is an ATA Technovation Award recipient and is only available through NobelBiz.



SMRT Touch®

NobelBiz Simple Multi-Site Routing Technology (**SMRT®**) is a service provided to inbound centers that allows them to make more efficient use of their resources and to increase the reliability of their own services. By using **SMRT®**, a customer can tie together several centers under an umbrella DID or toll-free number and specify the way in which calls are distributed among the allocated seats.

SMRT® supports several distribution methods, from simple round-robin and top-down, to more complex percentage based and time-of-day algorithms. You can even use time-of-day to augment one of the other methods to tailor the service to your specific needs to increase your centers' productivity. Whether it is the need to keep more seats occupied, provide additional capacity for overflow, or just to add a degree of redundancy to a critical campaign, we can customize **SMRT®** to better accommodate your business.

SMRT Touch® is an ATA Technovation Award recipient and is only available through NobelBiz.

Cloud-Based Applications



Exceptional customer experience. Smarter spending with real cost savings. Flexibility, transparency and control.

In the call center industry, rapidly changing project requirements often mean adapting fixed resources to a dynamic environment. Repositioning telecom and agent resources to meet the disparate business needs of your customer base is one of the greatest challenges facing contact centers today.

NobelBiz enhanced carrier services are designed to overcome the technical hurdles between your infrastructure, and the demands of your customers. They provide a new level of flexibility in deployment, and allow our customers control that was previously cost prohibitive. Customers select individual services they need, including call management, recording and business analytics, and are billed based on actual usage on a per minute basis.

- Deliver improved service levels while decreasing costs and increasing profit
- Services delivered from our carrier network - no large upfront, annual maintenance or upgrade costs
- Cloud-based routing provides unification across internal and contracted centers.
- Layered services enable compliance, control and unrestricted transparency throughout the enterprise.

The Result

As the carrier delivering dial tone to our customers' centers, infrastructure required to enable services is minimal, if any. The speed of implementation is increased. And our global technology backbone of distributed data centers is robust, reliable, and tested.

- Zero hardware and software maintenance costs
- Zero platform upgrade costs
- Zero wasted spending on excess capacity

The result is a set of on demand contact center solutions delivered directly to customers from the NobelBiz carrier cloud. Not only do we reduce friction over traditional premise-based equipment, our services provide significant advantages over the growing ranks of hosted platforms on the market.

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