

The logo for NOBEL BIZ features the word "NOBEL" in a bold, black, sans-serif font, followed by "BIZ" in a bold, red, sans-serif font. A small red and white globe icon is positioned between the two words.

NOBEL BIZ

Contact Center Solutions



Contact Center Solutions



AT THE CORE OF

NOBELBIZ

CONTACT CENTER SOLUTIONS
IS RELIABILITY

All NobelBiz offerings are based on:

- ***NO PER-CALL MINIMUM***
- ***6-SECOND BILLING INCREMENTS***
- ***4-DIGIT ROUNDING***

Multi-center operators have one rate, one contract and one company

ONE RATE ONE CONTRACT ONE COMPANY



HIGHLY reliable **99.999%** network

At the core of **NOBELBIZ CONTACT CENTER SOLUTIONS** is reliability. Nobel, a facilities-based carrier, has built a **GEOGRAPHICALLY REDUNDANT** and reliable **99.999% NETWORK**. Because NobelBiz built this network from scratch, without the hindrance of legacy equipment and contracts like our competitors, we are able to deliver the highest quality product at a lower price.



Our solution provides the feature rich environment required across all industries. While robust inbound, outbound and blended call strategies are critical, we understand that additional functionality gives you the edge that you need.

AGGRESSIVE PRICING

OUTSTANDING QUALITY

EXCEPTIONAL CUSTOMER SERVICE



All services can be delivered to any center **GLOBALLY**

• **ORIGINATION FROM NORTH AMERICA AND WESTERN EUROPE** — We offer both toll-free and local access from these areas. We can deliver multiple countries and areas on a single trunk group or to multiple centers. Services can be delivered to any Contact Center worldwide. NobelBiz is able to complete all of your inbound and outbound Contact Center calls at the lowest rates and highest quality in the industry. NobelBiz not only specializes in U.S. termination, but serves all areas of the globe to meet a Contact Center's needs.

• **DATA AND NETWORK CONSOLIDATION** — Using NobelBiz's team of network architects, we are able to re-engineer your back-end data networks to increase uptime and security while reducing cost. From a T1 of public DIA (Dedicated Internet Access) to complex data networks, we are able to increase your efficiencies both locally and globally. Further, while your network efficiencies are strengthened, your flexibility is as well.



• **VOIP** — Nobel takes the best of VoIP and traditional TDM to deliver to you quality, reliability and price. We have created a network which allows Nobel to use the right protocol and systems to allow your Contact business to achieve its greatest success.

• **PREDICTIVE DIALER/HOSTED ACD** — For new or old centers who have not invested in an ACD or Predictive Dialer, run outdated inefficient technology or who only need this technology on a seasonal basis, Nobel offers an ACD suite available on a per-seat per-month basis. Using artificial intelligence, our predictive dialing systems provide you with the efficiencies you require. Nobel's Hosted ACD suite allows our customers to immediately comply with FTC rules without any additional investment in Contact Center infrastructure. In addition, if you already have a system in place, NobelBiz is able to block in real-time any calls which would violate local, state and federal DNC's with indemnity, on a per-call basis. This feature is one which can be turned on or off automatically depending on the campaign.





Nobel Limited Company is a market leader in the global telecommunications industry. Founded in 1998, Nobel has grown rapidly. One of Nobel's most recognized achievements in 2004 was inclusion in the Inc. 500. Nobel was ranked number 79 on Inc. Magazine's 23rd annual Inc. 500 list of the fastest-growing private companies in the United States.

Nobel's products are anchored by NobelTel, Nobel's own facilities-based carrier division. NobelTel's TDM/VoIP network includes a powerful, fully integrated billing system. A key advantage of Nobel's network is that it allows Nobel to offer highly competitive rates for every service. In addition, all products are supported by Nobel's own 24/7 Contact Center.

Nobel divisions provide varied telecommunications services, including online prepaid phone cards through NobelCom.com and EnjoyPrepaid.com, domestic and international long-distance services through NobelTalk, VoIP products, corporate telecommunications and Contact Center services through NobelBiz and global voice and data services for travelers through NobelWorld.



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NOBEL WORLDWIDE OFFICE LOCATIONS: NORTH AND SOUTH AMERICA • EASTERN AND WESTERN EUROPE • ASIA