

Financial Services

NobelBiz offers banks, credit unions and financial service institutions the tools to reach their target contacts more quickly and efficiently.

The financial services industry faces more obstacles than ever before: tighter credit lines, loan default rates that have soared to their highest levels in decades, and new regulations that make consumers more difficult to reach. At NobelBiz, we turn your obstacles into opportunities. When you partner with NobelBiz, we help you eliminate the hurdles that stand between you and your customers.



Hundreds of banks, credit unions, mortgage companies, and other financial service institutions choose NobelBiz because our hosted call center solutions save time, reduce costs, increase right-party contacts, and improve the bottom line.

Unify Operations With A Single, Hosted Call Center Solution

- As a NobelBiz customer, you have exclusive access to our award-winning, best-in-class enhanced contact center carrier technologies. Our unique, cloud-based system improves your contact center operations from start to finish. With our sophisticated call center reporting, you can quickly and easily track, measure, and report your improved results. Our reporting tools provide valuable insight into you contact center's performance, from ongoing campaigns to individual agents.

Save Time With Predictive Dialing and Dynamic Call Routing

- Eliminate wasted time with our predictive dialer system, which includes **preview dialing, progressive dialing, and predictive dialing**. All of our dialing modes use **call progress analysis**, which means disconnected numbers, busy tones, answer machines, and unanswered calls never reach your agents.
- **Route calls through your preferred locations both internally and externally with our SMRTTouch™ dynamic call routing.** With SMRTTouch™, your agents can work together—even when they are thousands of miles apart. SMRTTouch™ is a Technovation award-winning, cloud-based routing solution that allows inbound call centers to make more efficient use of their resources and increase the reliability of their own services.
- In complex contact center environments, our **Unified Agent Desktop** is essential. We help your agents quickly and easily navigate a wide variety of applications.

Increase Profits and Right-Party Contacts with LocalTouch®

- NobelBiz's patented award-winning caller ID management solution, **LocalTouch®**, helps you **increase your contact rates by a minimum of 30%** and increases your profit margin with **minimal or no increase in incremental costs**. Ensure that your agents' calls are answered by using a customized local area code that is more familiar to your contacts—which means they are more likely to answer on the first call, and even more likely to call you back. When contacts return your calls, the appropriate information will immediately appear on your agent's screen, making the process simple and efficient for everyone involved.

Protect Yourself And Your Customers With Compliance Technologies

- With laws and regulations changing frequently, our skilled industry attorneys constantly work to ensure that you never have to think twice about new regulations. Because our automated **Shield of Compliance Technologies** provide the call center tools you need to easily assess and maintain compliance, you can spend your time and energy increasing your revenue.
- Automate your compliance by using our TCPA-compliant contact solution, **SingleTouch™**. LocalTouch® and SingleTouch™ combine the best technologies so that you can address the TCPA requirement and maximize your productivity at the same time. Prevent cell phone calling violations with NobelBiz's patented **MobileTouch™** technology. Prevent time zone violations with our patented **RightTouch™** technology, which also offers a frequency filter for call attempts. Help raise the standards of the call center industry and end the illegal abuse of robocalling with our cloud technology solution, **DragonNet™**.

Are you ready to join the hundreds of banks, credit unions and financial service institutions that count on our world-class call center technologies to drive their success? Contact us to learn more.

Call Today: (800) 986-6235

[Request More Information](#)



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Caller ID Management

SingleTouch™
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Violations

RightTouch™
Prevents Time Zone Violations
Frequency Filter for Call Attempts