

Customer Service

Your agents work hard to deliver the best customer service; we can help them do it faster, smarter, and better.

At NobelBiz, we understand that your customer service agents are only as successful as the technology that supports them. NobelBiz offers you the cloud-based customer relationship management software and call center tools to reach your target contacts more quickly and more efficiently. When you partner with NobelBiz, we help you eliminate the hurdles that stand between you and your customers.



Top customer service departments choose NobelBiz because our hosted call center solutions will help you save time, reduce costs, and improve your customers' experiences.

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 your 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.

Reduce Costs With Built-In Flexibility and Full Integration

- Our **robust global infrastructure** allows us to handle **massive outbound and inbound calling peaks**, whether anticipated or not. If you are faced with an unexpected inbound call spike, our product engineers can quickly and conveniently scale your services to handle your new call traffic so that you never miss a call. At NobelBiz, we don't waste resources. Our belief is simple: our customers don't pay for services they don't need. That's why our services are scalable to handle high-volume peaks and the inevitable lulls that follow. Our scalable call center solutions can be implemented without any disruptions to your current system.

Are you ready to join the top customer service organizations that rely on NobelBiz's world-class call center technologies to drive their success? Contact us to learn more.

Call Today: (800) 986-6235

[Request More Information](#)



LocalTouch®
Caller ID Management

SingleTouch™
TCPA Compliant Contact Solution

MobileTouch™
Prevents Cell Phone Calling
Violations

RightTouch™
Prevents Time Zone Violations
Frequency Filter for Call Attempts