



NOBELBIZ[®]

OMNI+

True Omnichannel Solutions

- NobelBiz[®] is a leader in the contact center industry with over a billion interactions per year, 1500 customers, and 700 carrier connections.
- Be part of those who benefit from our exclusive, fully licensed, contact center focused telecom carrier. A carrier-of-carriers network with over 20 years in business!
- We keep our promises. Our first call resolution percentage is over 90% and we're proud of it. Ask yourself whether you're ready for such exceptional service!
- Our omnichannel contact center solution adapts to any business with no need for long term contracts, no huge early termination fees, and no hidden costs. We're here for you, not for us!



Choose the Right Support Channels for your Customers and:

- ✓ Boost efficiency
- ✓ Increase revenue
- ✓ Improve both agent and customer satisfaction

Why Choose Us?

- **Leverage Better Customer Engagements**
We acknowledge that your clients value the ability to reach you across different channels seamlessly. Therefore, we visualize each necessary improvement needed with an omnichannel customer experience in mind.
- **Human to Human**
Our team values transparency, works responsibly, and shows empathy. We're proud to offer a uniquely customized service that is personalized to your needs allowing you to be supported by specialists who know who you are.
- **Customer-Obsessed**
Respect for our clients is an essential part of our operating model. Our objective is to ensure that our clients are successful.

Phone : 800-975-2844

Address : 1545 Faraday Ave
Carlsbad, CA 92008

Email : sales@nobelbiz.com

Customer Experience Made Easy

- **Social Customer Service**

When you communicate where your customersa socialize, it becomes a personal and intuitive way to interact within the context and convenience of their lives.

- **Phone**

Customers want to talk to someone- make it easy for them. The human voice is a powerful tool for solving problems, as well as a channel that brings you closer to your customers.

- **Self-Service**

A solution tailored for responding to high volume and high frequency questions.

- **Email**

As customers contact you through the channel of their choice, agents work from a single interface allowing for quicker, personal, and consistent customer service.

- **Live Chat**

Live chat is a fast and effective way to offer help and create personal connections with customers.

- **Outbound**

OMNI+ uses a predictive algorithm to predict when agents will become available and adjusts the dialing rate. It also analyzes unsuccessful calls to determine how to call back later.



The Solution for a Seamless Customer Journey



Improve Your Customer Engagement

Today, it's all about social channels and we're staying ahead of that with our omnichannel approach and updates.



A Complete Software

OMNI+ creates more successful customer interactions while increasing contact center productivity, without the capital expense and maintenance costs of pre-mise-based systems.



Build a Brand with Our Solution

We help a vast range of contact centers to create powerful customer connections and empower agents to handle contact interactions from multiple channels- all from a single, intuitive web agent interactive desktop.

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