



nobelbiz®
Contact Center Technology



Contact Center Control at Your Fingertips

A Carrier-Grade Network

NobelBiz® is a facilities-based carrier with purpose-built infrastructure designed to support the high-volume traffic profile of the enterprise contact center. With nearly two decades of experience as a strategic partner to the contact center industry, NobelBiz® is focused on providing best-in-class inbound and outbound call quality, service stability and customer support.

Enterprise-Level Technology

As an exclusive provider of telecom services to enterprise contact centers, our service offering is tailored to support both the outbound predictive dialing applications that generate high call volumes, as well as massive inbound campaigns that may require load-balancing and complex routing to distribute calls across many centers.

High-Quality Voice

NobelBiz® utilizes monitoring across the IP call-path on metrics, as well as call-quality metrics to manage call delivery. Active analysis manages call completion rates. Operational visibility, routing depth, and redundant call-paths enables us to react to network issues in near real-time, often before our customers are even aware there's a problem.

Optimize Number Provisioning

Purchase, manage, and retire DID and Toll-Free numbers online. Access toll-free and local numbers on demand to launch inbound programs. Assign RespOrg and porting numbers to improve efficiency.

Web-Based Administrator

NobelBiz® provides a web-based administrator to securely manage call origination needs from anywhere at any time. Adds, moves, and modifications can be made in minutes using an easy-to-use interface.

- ✓ **Purchase & Manage DID/ Toll-Free Numbers:** Purchase, manage, and retire your DID and Toll-Free numbers in the NobelBiz® Portal.
- ✓ **Assign RespOrg and Porting Numbers:** Option to make NobelBiz® responsible for handling existing toll free and local numbers.
- ✓ **Set-Up and Manage Trunk Groups:** Once security is configured to the NobelBiz network, users can easily configure routing trunk groups.
- ✓ **Manage User Master and Sub Accounts:** Manage billing for different customers or business units. Create unique logins per sub account along with role-specific permissions.

Web-Based Administrator

NobelBiz® provides a web-based administrator to securely manage call origination needs from anywhere at any time. Adds, moves, and modifications can be made in minutes using an easy-to-use interface.

- ✓ **Drag-and-Drop Call Route Designer:** Users can create, manage, and change call routing.
- ✓ **Order and Manage Phone Numbers:** Add phone numbers in minutes. Add new programs and numbers with a click of a button.
- ✓ **Set-Up and Manage Trunk Groups:** Once security is configured to the NobelBiz network, users can easily configure routing trunk groups.
- ✓ **Manage User Master and Sub Accounts:** Manage billing for different customers or business units. Create unique logins per sub account along with role-specific permissions.

Routing + Auto Attendant

- ✓ **Route Calls to PSTN Phone Numbers:** Immediately redirect your calls in as little as a minute to an alternate center using an DID or Toll-Free number
- ✓ **Route Calls to SIP Destinations.:** Multiple SIP destination coupled with our routing options enable the design of disaster recovery, load balancing and distribution of calls, to performance-based routing
- ✓ **Create Groups of Phone Numbers:** Enables tracking for phone calls to specific groups assigned to projects.
- ✓ **Set Capacity, Failure, and Overflow Rules:** Set call capacity and call failure rules on each of your routing nodes to create both load balancing and business continuity.

- ✓ **Set Schedule and Time-of-Day Routing:** Users can create, manage, and change call routing.
- ✓ **Set Priority Routing:** Add phone numbers in minutes. Add new programs and numbers with a click of a button.
- ✓ **Set Ratio Routing:** Once security is configured to the NobelBiz network, users can easily configure routing trunk groups.
- ✓ **Define Phone Number Pattern:** Manage billing for different customers or business units. Create unique logins per sub account along with role-specific permissions.
- ✓ **Configure Multi-Site Carrier Cloud Queueing:** Once security is configured to the NobelBiz network, users can easily configure routing trunk groups.
- ✓ **Capture Voicemail Rules:** Manage billing for different customers or business units. Create unique logins per subaccount along with role-specific permissions.
- ✓ **Access IVR Call Routing Scripting Designer:** Once security is configured to the NobelBiz network, users can easily configure routing trunk groups.
- ✓ **Create Menus and Prompts:** Manage billing for different customers or business units. Create unique logins per sub account along with role-specific permissions.

**CALL US TODAY TO SCHEDULE
A FREE DEMO:**

800.975.2844

? Who we are:

- NobelBiz® is part of a \$250 million global company
- NobelBiz® is 100% focused on the contact center industry

? How we can help:

- Contact one of our solution specialists to learn more
- NobelBiz® provides 24x7x365 support