



**nobelbiz**®  
Contact Center Technology



## Intelligent Compliance for Contact Centers

### 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.

- ✓ **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.



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### Local Caller ID Management

- ✓ **Configure Local Number Broadcasting:** Increase contacts, auto-route returned calls. TCPA-compliant.
- ✓ **Set Auto-Number Rotation:** Exchange multiple local phone numbers based on attempt count.

### Outbound Compliance Filters

- ✓ **Set Time Zone Filters:** Configure outbound calling at dialing or carrier level with any existing dialer.
- ✓ **Set Call Frequency Filters:** Set call attempts to a phone number by hour, day, week, or month.
- ✓ **Set TCPA Mobile Phone Filters:** Block mobile phones from being dialed by a predictive dialer.
- ✓ **Set Ring No Answer Time:** Control the number of rings permitted on an outbound phone number.

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

**800.975.2844**

**OR VISIT OUR WEBSITE FOR  
MORE INFORMATION:**

**www.NobelBiz.com**



### ? 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