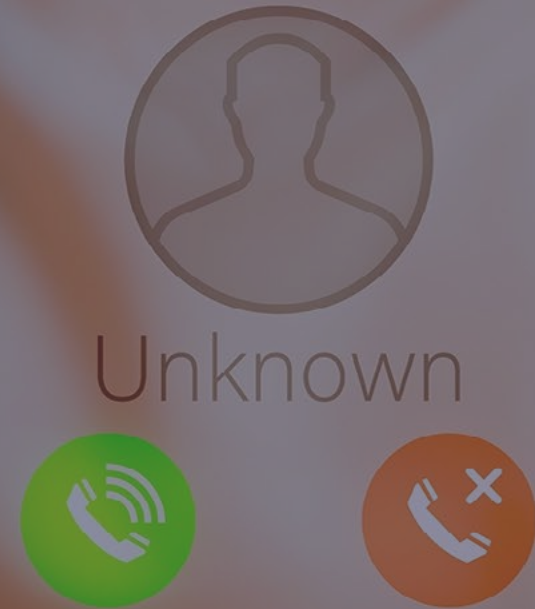


The NobelBiz Guide for

# Call Labeling and Blocking for Contact Centers



**nobelbiz**  
Contact Center Technology

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## PRESCRIPTIONS: HOW TO DEAL WITH CALL LABELING AND BLOCKING

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# Introduction

Why is call labeling and blocking such a hot topic within the contact center industry? Well, the chances of someone answering a call tagged “Fraud,” “Scam,” or “Scam Likely” are close to zero. This phenomenon can spell disaster for any outbound campaign that thrives on a high pickup rate.

Now, to understand why and how numbers get labeled and blocked, we need to factor in a series of nuances and variables. If someone asked, “How do I mitigate the impact of call labeling and blocking,” we would answer: “It depends.”

As we will see, there are multiple overlapping entities, systems, algorithms, and behaviors that can influence the “fate” of a number. There is no golden rule for understanding this phenomenon, as no silver bullet can instantly “fix” the call labeling and blocking issue. It all depends on what type of calls you’re placing, why you’re placing them, to whom, what’s your number management plan, your dialing strategy, and so on.

In this eBook, you will learn about the intricate mechanisms behind call labeling and blocking and what influences the classification of your calls. In the second part of the document, we will detail how

to tackle this problem and create a mitigation strategy to fit your business model and call behavior.

As the number of “robocall” customer complaints rises, authorities are looking for technological ways to block these unwanted calls. Once the FCC gave the go-ahead, carriers and other providers began offering customers various call-blocking options. On the other hand, legitimate firms are finding that their calls are being flagged as “suspected scam” or even blocked.

The most eloquent example is debt collectors, whose essential capacity to contact consumers and transmit crucial account information is jeopardized when their legitimate business calls are incorrectly identified as scams and blocked.

This situation raised complaints from those businesses making legitimate attempts to contact their clients, only to see their efforts and public image being negatively impacted by the consequences of call labeling and blocking.

Let’s dive in a little deeper!



**WHAT IS CALL LABELING & BLOCKING,  
AND HOW DOES IT WORK**

# Why do Numbers get labeled and blocked?

First, we will examine why so many contact centers constantly find themselves in situations where their numbers are labeled and blocked. As we will see, there are multiple reasons why numbers are getting labeled and blocked. Generally speaking, these reasons can be grouped into two big categories:



## Illegal Activity

In today's context, the first type of labeling reason involves the potentiality that you're knowingly or unknowingly doing something illegal. Going into each law and looking at how it might impact your outbound campaign is beyond the scope of this eBook. The only thing you need to know is that there are a lot of overlapping regulations (state, federal, or industry-specific) that can negatively impact your numbers.



## High Level of Nuisance

The other primary reason numbers end up being labeled and blocked is that a company engages in legal call behavior that its subscriber base doesn't like. There are many reasons why people can dislike your calls: maybe you call too often, or perhaps the reason behind your call is perceived as being negative by the client. In short, if your (legal) calls are upsetting in one way or another to your client base, you risk being labeled or blocked.

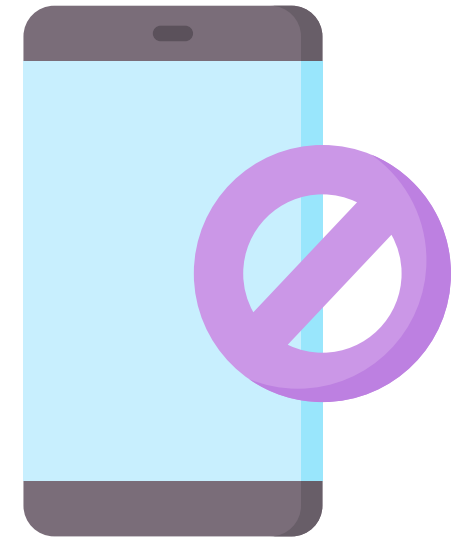
The mechanism is simple. If enough people complain about your calling behavior, this will most definitely lead to one or more numbers being labeled and eventually blocked.

*Book a free meeting with a NobelBiz expert* for questions or qualified advice on call labeling & blocking mitigation.

# Who decides to block or label a call?

We can only speculate on how calls are being labeled and blocked because every single entity that does it has its own private set of rules. Once you trespass that particular set of regulations, your call will be labeled or blocked for that entity's user base.

We don't really know what percentage of the algorithms different companies associate with different call behaviors when choosing to block or label. We can't say for sure how much is attributed to, let's say, a short-duration call or calls made to the same numbers in their network with the same caller-id.



## Decision Makers:

**Mobile Operating Systems:** provide the technology that allows telecom companies to identify and block or label suspicious calls.

**Third-Party Apps:** can be used to help detect suspicious calls and alert users.

**Mobile Devices:** can be used to screen incoming calls and identify suspicious ones.

**Terminating Carriers:** are responsible for verifying the caller ID associated with a call and ensuring that it is accurate.

**Analytics Companies:** can provide data and insights to help telecom companies detect and block suspicious calls.

If any of these companies' algorithms decide that your call will be a nuisance for a particular portion of their user base, most likely, the call will get labeled or not go through.

As we will see, there is no magic button or blueprint from these different companies because they all have different approaches to perceiving a call as bad or a nuisance.



# Decision Makers Can Influence One Another



Carriers and call tagging apps frequently use analytics to determine which calls should be flagged. According to the information gathered, each questionable call is given a flag score, and callers who reach a specific total flag score threshold are labeled.

Though the specific methods used to determine a customer's rating are closely guarded secrets, in most cases, carriers can use information from call certificates and other sources to determine a customer's rating. Then, a packet of data containing the caller's information is sent from the calling carrier to the receiving carrier and phone.

A flagged call is one that the carrier determines to be an illegal "robocall" or spam call. Once a sufficient number of reports have been submitted against a caller, they will begin to receive flags. In addition, carriers will raise flags if the caller's behavior exceeds a particular negative level. Then, algorithms convert these flags into scores, which may mark a number as suspicious.



***A flagged number will also display a warning label on the consumer's carrier, device, or app, forcing them to typically not answer the call. Because these flags are so influential, you must comprehend the factor of call labeling.***

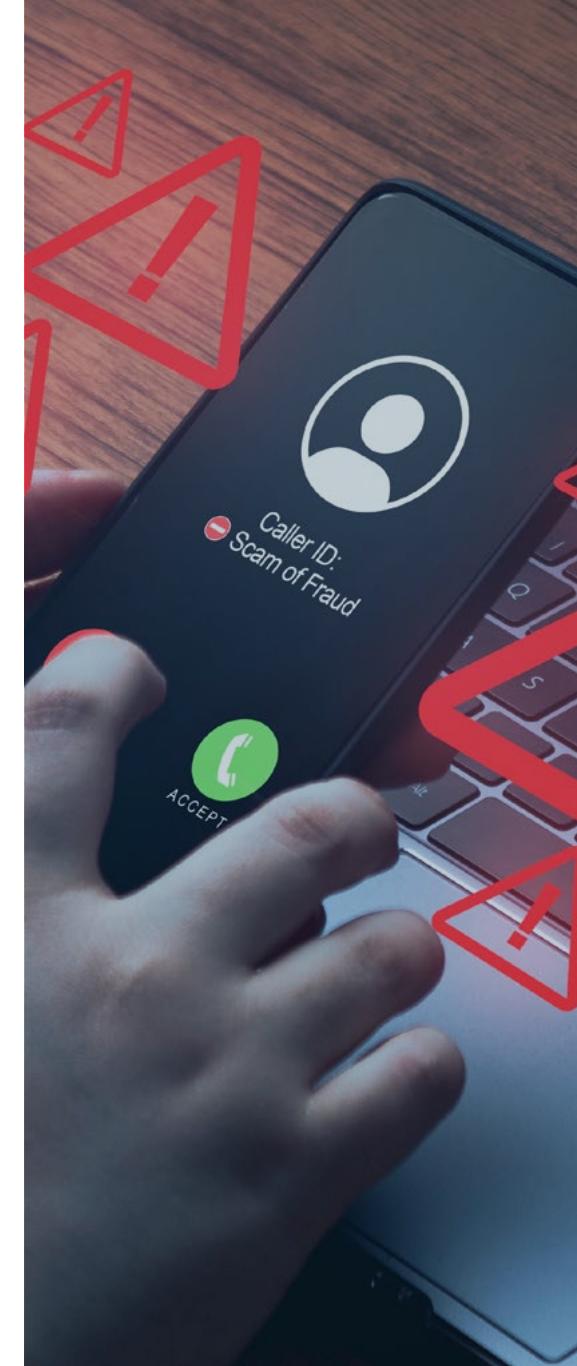
# The Labeling Process

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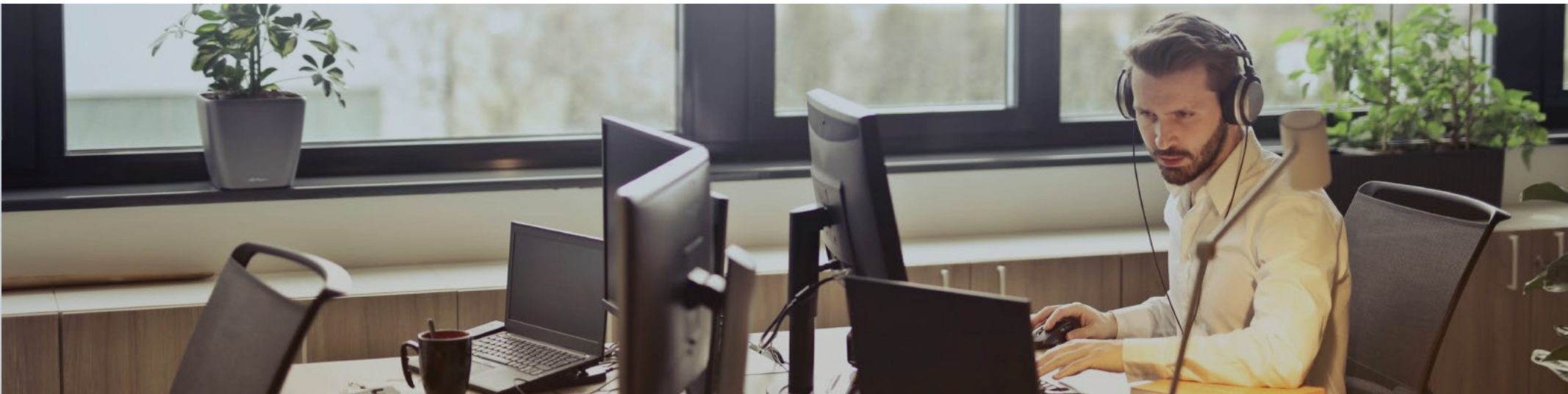
# Contributing Factors

The label typically indicates the caller's potential intentions, such as whether the caller is trying to defraud the person who answers the phone. To accomplish this, carriers collaborate with third-party companies that examine the tactics used by scammers, compile user complaints about fraud, and then utilize this data to develop strategies for spotting red flags and warning customers.

Here are five of the most prominent data points that are usually factored in before a number gets labeled or blocked:

- Number of calls
- Call Duration
- Location
- Call attestation
- User feedback

Carrier companies use this information to give calls a “flag” score. They add all the points and use that information to classify each call. You can now grasp the underlying tendencies influencing call classification.





## 1. Number of calls

The caller's call volume is an essential factor for assigning labels. Thousands of calls from the same number in a short time may indicate that the caller is making illegal use of robocalls. There may be good reasons to make a lot of outbound calls, but without solid number management and dialing strategy, this behavior will often result in labeled or blocked numbers. Carriers can designate a user's calls as spam and even aid in prosecuting criminals by tracking how often a bad actor contacts a given number.

## 2. Call Duration

When deciding whether or not your conduct is suspicious, carriers also look at the length of the calls. The average phone call consists of a brief discussion or a voice message if the recipient is unavailable. Therefore, companies that make short calls in an effort to increase their call volume will stand out.

## 3. User Feedback

User feedback plays a significant role in deciding whether or not a number needs to be marked as suspicious. Carriers, the FCC, and call labeling apps use user input on incoming calls. Consumers who receive spam or misleading calls can report the number to a central organization, which will then flag it away as spam (if enough people complain).

To record this information, call labelers flag calls to monitor caller behavior before issuing a label. In the event that a specific threshold is reached, the flagged number will carry a label for the user base of that particular carrier or app.

## 4. STIR/SHAKEN Call Attestation

Carriers prioritize phone calls if they meet two criteria:

1. Your calls originated with the carrier
2. The caller's identity has been verified.

This is how it works:

- Calls validated as meeting these two criteria are given the "A Level STIR/SHAKEN tokens."
- An inferior token (B or C) will be issued if the carrier cannot validate these two conditions.
- Robot calls are three times more likely to have tokens B or C.
- Carriers typically label calls from numbers with low attestation tokens as being from an unreliable source.
- Callers with a B or C token are usually given a warning label, though the precise label may depend on other circumstances.



## 5. Call Analytics Scores

It is common practice for carriers and other service providers to monitor network and call traffic in real time. This information pertains to call logs, caller ratings, and call frequency activity. Some systems may use honeypots, which are servers with dummy numbers to lure in scammers, or in-network captchas to detect robocalls. The procedure uses preexisting databases, such as those maintained by the FCC and other public organizations.

A call score is calculated based on the information gathered and assessed. As a result, there are now fewer hiding spots for robocallers.

### How Are Scores Calculated?

Call scores are calculated differently by different entities. The majority assigns a rating score to a number using an algorithm. These figures are constantly updated and frequently vary between aggregators.

Here are two examples of some of the most known scoring systems on a scale from 0 to 100 points:

- **Icehook:** identifies a number as "Scam Likely" in a score between 81 and 100 points.
- **True Spam:** Flags a number when the score reaches between 60 and 100.

Each aggregator has its own rules for determining whether numbers should be labeled. The carriers and apps then use this information to display an appropriate warning label or block the number completely.



## Every system is unique... and secret

It should be clear by now that there is no such thing as a unique master system deciding what numbers are to be labeled and what numbers need to be blocked. Your numbers can be labeled by AT&T but not by Verizon. They can be blocked by T-Mobile but not by the Robokiller app.

Of course, your outbound list will most likely intersect with the user bases of two or more decision-makers. This makes it almost impossible to know precisely what numbers were labeled or blocked and by whom. Again, there's no central entity that decides what's happening.

As you can imagine, the inner mechanisms of these decision-makers are secret. If they were public, all the bad actors would find a way around, and that would negate the point. So these services are constantly changing and modifying their algorithms and approaches because the bad actors also constantly change their behavior.

*Book a free meeting with a NobelBiz expert* for questions or qualified advice on call labeling & blocking mitigation.


## How can you know if your numbers are labeled or blocked?

Given the secrecy surrounding the labeling algorithms, there is no straightforward way of telling when calls are labeled or blocked. Although limited, there are a few approaches that can help call centers stay on top of this issue:

- Hiring a third-party company
- Number testing
- Feedback from complaints
- Carrier SIP codes (applies for certain types of blocking)
- Monitoring number performance within your dialing platform



Every item on this list has its pluses and minuses. However, for more accurate insights, we strongly recommend a multi-layered approach.

NobelBiz can help you with defining a sound monitoring strategy. [Get in touch here!](#) 



# Types of Labels

Your calls may be labeled as either warnings or intentions. The purpose of warning labels is to alert users to the possibility of fraud or scams, while intent labels simply notify consumers of the possible motivation behind a call.

## Intent Labels:

Intent labels help inform users about a caller they might not know anything about.

While most individuals will ignore calls from unknown numbers, a user expecting a fundraising call may be more inclined to answer a call labeled “Political.” Some examples of intention labels are:

- Unknown Number
- Charity/Nonprofit
- Political
- Customer Service



## Warning Labels:

Warning labels can look different depending on the carrier and what they are being used for, but there are a few that users are used to seeing

The warning labels will depend on how the labeler works and how the caller acts. In general, they are meant to let the person receiving the call know how likely it is that the caller is trying to trick or scam them. Here are some examples:

- Potential Fraud
- Potential Spam
- Fraud Risk
- High Risk



# Different Post-Labeling Treatments

Also, depending on their policy or user preferences, different calls can get different treatments. For example, using a third-party mobile app, users can route a specific number straight to voicemail if a certain threshold is met.

Let's take another example. If a call comes into the Robokiller app, it will automatically hijack it and send it to a pre-recorded system or some bot to waste your agent's time.

If you're on the other end of the spectrum, let's say you're just using a T-Mobile phone that works with one of the top analytics providers, then they may send a label across the phone network that says "Scam Likely," as a result of suspicious calling behavior. (Where suspicious is defined by the analytics company.)

Lastly, if you're a bad actor, for example, and let's say you're making phone calls with DNO (Do Not Originate) numbers, then carriers have the ability (by default) to block those calls because it's illegal to make a call with a phone number that's on the DNO list. These are phone numbers that are only supposed to be used for inbound. They're never supposed to be used for outbound.

These examples by no means cover the entirety of scenarios that can occur. As you can see, many treatments can be applied to your numbers, eventually hurting your center's overall outbound performance.



## “Legal” will not necessarily keep you out of trouble

In a world where there are differing opinions as to what “legal” or “legitimate” calls mean. **You could run a legitimate or legal outbound campaign, but the subscribers may not like your phone calls, they may complain a lot.** And if they complain enough, the app, device, or analytics provider could decide that calls from your numbers are no longer legitimate for their subscriber base.

This is why the only mitigation strategy one can take is to adopt a dialing strategy and a number management approach customized to their business profile and goals. Spoiler alert: with call labeling and blocking, there is no one-size-fits-all.

## Common Misconceptions

Dealing with this issue, we’ve understood that there is a general lack of understanding of the problem. We’ve also discovered that what some companies do to “address” the issue many times is actually making things worse or not really dealing with the cause but chasing the symptoms. Here are just a few of the most common misconceptions regarding call labeling and blocking.

### 1. Swapping out mislabeled or blocked numbers, as your first and only action, is enough.

The new number can and will have the same problem as the previous number if the underlying data used to make the decision to mislabel and block you in the first place has not changed. Constantly swapping numbers mimics the behavior of illegal robocallers.



## **2. If I do a web search of my number/s and they come up as fraud or scam, my calls are mislabeled or blocked**

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## **3. If one mobile carrier or app mislabels or blocks my calls, it happens with all carriers and apps**

As we have seen, there are many providers, and each uses various data points unique to them and their visibility into calls through their platform. Just because one blocks or mislabels your calls doesn't necessarily mean the others will.

## **4. My calls are mislabeled and blocked if my numbers appear on the FTC and FCC consumer complaints**

Your calls may be mislabeled or blocked, but it's not directly because the FTC/FCC consumer complaint databases say your number/s are a Scam or Fraud. There may be some providers who use these databases. Still, most of the largest providers use various data points that are unique to them and their visibility into calls through their platform and do not rely solely on these databases.

## **5. Your numbers have already been "whitelisted" or registered with various state agencies and/or providers**

The call labeling and blocking ecosystem does not "Whitelist" numbers. Numbers can be illegally spoofed, or companies can engage in behavior that can still cause calls to be labeled or blocked. Registering numbers with state agencies does not necessarily change how the call labeling and blocking ecosystem treats your calls.

*Book a free meeting with a NobelBiz expert* for questions or qualified advice on call labeling & blocking mitigation.



CALLER ID:  
**SCAM OF FRAUD**



DECLINE



ACCEPT

**PRESCRIPTIONS:  
HOW TO DEAL WITH  
CALL LABELING AND BLOCKING**



# Dialing Strategy, Number Management, and Branding

## “Legal” will not guarantee your number’s safety

A proper call labeling and blocking mitigation strategy has to start with understanding a call center’s outbound practices. In general, looking into their dialing strategy and number management practices is a good starting point if an outbound contact center is constantly running into this issue. These are the first things to consider when determining what setup is causing your numbers to achieve a bad number reputation.

Of course, the recommendations we can make for a fundraising call center would be very different from those for a collection agency. But in principle, three aspects need to be optimized and synchronized to mitigate the impact of call labeling and blocking: the dialing strategy, the number management strategy, and branding (i.e., trust).

*Book a free meeting with a NobelBiz expert* for questions or qualified advice on call labeling & blocking mitigation.



# Dialing Strategy

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**For clarification, will a predictive dialer paired with answering machine detection hurt your number reputation? Possible. But other data points are considered before you get labeled or blocked.**

If you want to learn how to fly under the radar, the NobelBiz experts can help you design the most effective dialing strategy perfectly balanced by a solid number management plan.

**Get in touch here!**





## Why does number management matter?

Terminating carriers generally look for short-duration interactions, the volume of calls, attempts made, etc. However, the different providers typically take a lot more information into account to decide whether or not a phone number is considered a risk to their subscribers taking calls.

Placing calls on the public network will undoubtedly have your numbers and behavior scrutinized by one or more analytical algorithms at some point in the journey toward the receiver.

Since no telecom provider has direct access or control over these algorithms, there are indirect things that we could do to help influence a contact center's number reputation.

The only way to mitigate the impact of call labeling and blocking is to have a solid number management strategy that suits your calling style and behavior. In short, you need to get the right balance between these ingredients:

- + Types of numbers
- + Quantity of numbers
- + Rotating numbers
- + Using CNAMs
- + Number of attempts
- + Agent behavior

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## Questions to answer when setting up a number management strategy:

### Understand the nature of the call:

Is your call expected?

Is your call wanted?

Do you leave voicemails?

### Call Attempts:

How many attempts do you make a week to the same number?

How many attempts do you make in total to that number?

Over what period are those attempts? (How often do you call?)

### Identity vs. Anonymity:

Would your call be answered if the subscriber knew you were calling?

## Be Wary of Purchasing Previously Blocked or Flagged Phone Numbers

Lastly, your business should never buy numbers without being cautious. Most existing phone numbers are reused. If they used it maliciously or carelessly, flags might already be on the number.

To avoid this problem, buy numbers from vendors you can trust and check them for flags before using them. This can help you keep your business image.

A solutions expert can use the answers to these questions to recommend best practices around when and how to configure customized number management.

Depending on what type of outbound calls you're making, the NobelBiz team can design the perfect number management strategy for your business model by leveraging advanced technologies such as local number IDs, number buckets, CNAMs, or number rotation automation.

**Get in touch here!** 

# Trust, Branding, and CNAMs: A look into the future

First of all, you need to ponder on your trust and branding strategy, not so much purely just because your calls are getting mislabeled and you want to fix it. Projecting trust and building a solid outreach via branded CNAMs is more of a proactive way to differentiate yourself from the noise in the marketplace.

Looking at the bigger picture of the legal landscape regulating our industry, the direction seems clear. We believe that the concept of anonymity – the idea that you'll just present a phone number – will slowly just go away. Instead, it is very probable that in the future, businesses will be only able to connect with people by presenting some form of confidence and knowledge of who and why is calling.



## Questions to be answered

- + Do you want your business name to appear?
- + Do you want your logo to appear?
- + Will your calls make the client feel uncomfortable?
- + Is the called party more or less likely to take your call if they knew it was you calling?

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## CNAM Overview and Complications

A common misconception regarding the out-pulsing of alphanumeric caller-ID information is that the information is “projected” out by the carrier providing service. While the equipment may be capable of doing so, the vast majority of the LECs (Local Exchange Carriers / Bell-Operating Companies such as AT&T) and CLECs (Competitive Local Exchange Carrier / Companies such as Level 3) responsible for terminating the call to a subscriber number do not accept this information from interconnected carriers.

Rather, this information is stored in a special database called the LIDB (Line Information Data Base) and queried by the terminating switch before the call is delivered to the subscriber.

- If an entry is found in the LIDB, that information is passed along.
- If there is no entry, then a switch default would appear in its place.

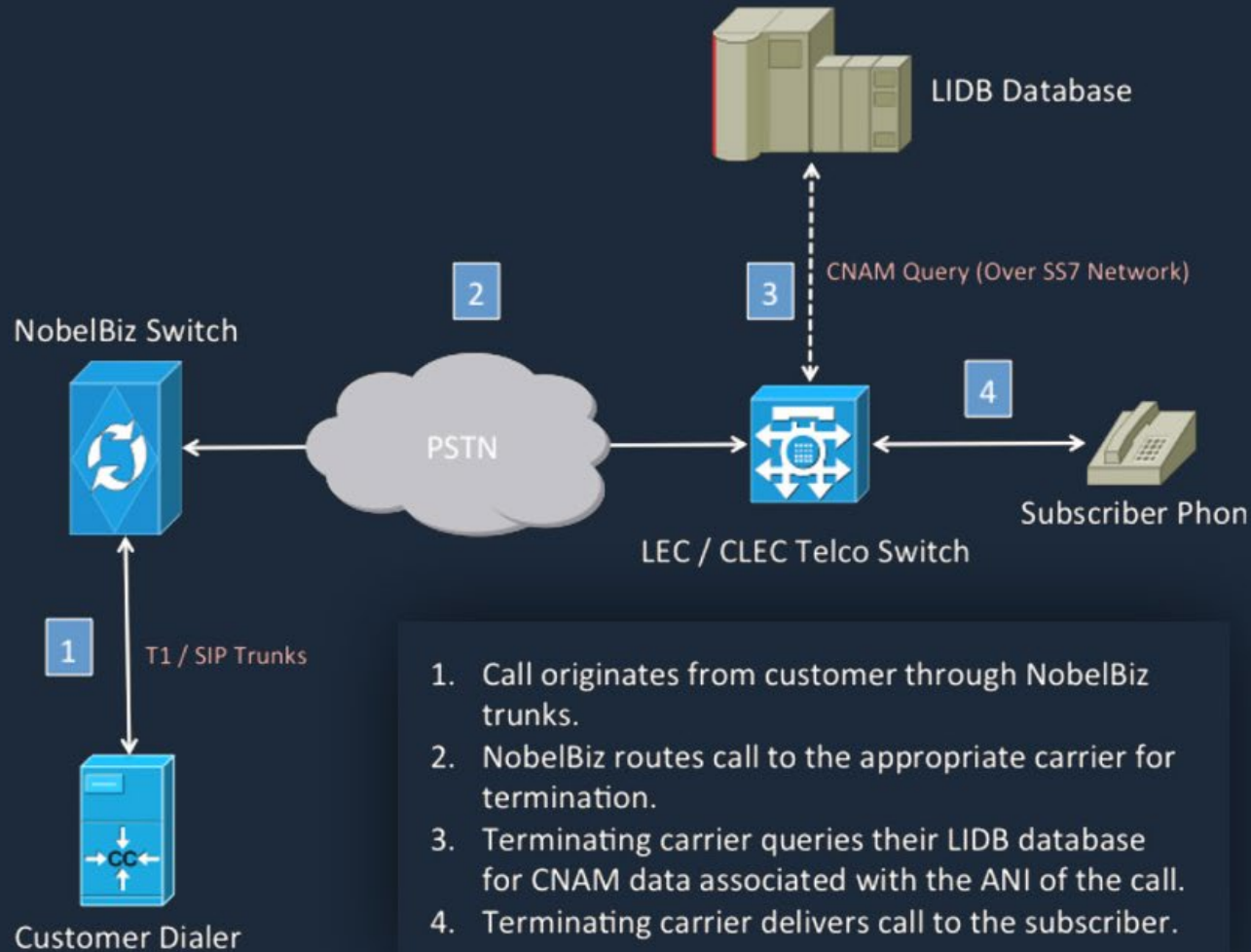
In other words, alphanumeric caller-ID information isn’t “pushed” to the subscriber by the carrier originating the call but “pulled” from a database by the terminating carrier before call delivery.

Unlike other telecom databases such as LNP (Local Number Portability) or SMS/800 (for toll-free numbers), there is no master database or central repository for CNAM (Caller-ID Name) information. Instead, larger carriers tend to maintain their own LIDB, while several independent companies run separate instances as a service that other carriers subscribe to.

While some of these LIDB providers have agreements amongst themselves to keep their data in sync, there is no standard process in place or authority to enforce consistency. Due to this fragmentation, the result of a CNAM query can differ depending on which LIDB a carrier is subscribed to.

If you want to try CNAM branding or have questions about this topic, [contact a NobelBiz expert here!](#)

# CNAM Design



# STIR/SHAKEN Attestation



The STIR/SHAKEN legislation was designed to mitigate the impact of the so-called Robocaller ID Spoofing and other types of spoofing used for nefarious reasons. For our concern, STIR/SHAKEN represents one data point in the labeling/blocking decision process that tries to help with the integrity of a phone number.

## What is STIR/SHAKEN?

STIR/SHAKEN is a set of protocols and procedures designed to prevent Caller ID spoofing by helping carriers validate the authenticity and legitimacy of a caller using an identity token that carries trust-enabling information.

## Full Attestation (Class A):

When a SHAKEN STIR carrier knows the individual or entity making a phone call, and they know the phone number or know the phone number belongs to the individual or entity, they are therefore authorized to use the number.

## Partial Attestation (Class B):

The carrier doesn't necessarily have all the information. So, they might know the caller's individual or entity and trust them, but they don't recognize the number and cannot attest that they are authorized to use that number for their calls.

## Gateway Attestation (Class C):

This is a transiting call, an international number that did not originate on a known network. The carrier doesn't know the customer. However, they can still say the call passed through the network. The service provider can see the location of the call they received, but they have no authorization for the source, nor can they verify if it is authorized to use the number.

Contrary to some misinformed opinions, STIR/SHAKEN did not make Call Labeling and Blocking disappear. Actually, in some cases, it made things worse. Level "A" Attestation does not guarantee that your calls will never be labeled or blocked. – level of trust

This being said, STIR/SHAKEN is only a tiny part of the call labeling and blocking problem that outbound call centers are facing. Truth be told, as long as people's phone numbers are reached without them asking for them, this problem will always haunt our industry.

However, this doesn't mean nothing is to be done about it. Mitigating call labeling and blocking is possible, and NobelBiz is already doing it for our customers with great success.

If your calls are being labeled as spam or scam or are being blocked, NobelBiz is here to help you get back on track. We have an effective and clear-cut procedure for getting the highest STIR/SHAKEN attestation possible for your calls and several other methods of preventing call labeling and blocking.

[Visit the NobelBiz STIR/SHAKEN Educational Hub](#)



# Omnichannel: Diversify your outbound operations

Another indirect way of protecting your telephone numbers is to deploy an integrated omnichannel approach. Besides all the advantages of leveraging omnichannel, this can take the stress off your telephone numbers, protecting their integrity and lowering the chances of getting labeled as a consequence of overuse.

This outbound approach can also prove to be much more effective for some businesses whose client base prefers text communication over voice.

Overall, businesses must find creative ways to reach out to customers without relying on calls to comply with the regulations in place. Email marketing, social media campaigns, and text messaging can all be effective methods for reaching customers.

Not to mention that businesses can more easily track the success of their outbound campaigns and make adjustments to maximize their effectiveness. By utilizing these methods, companies can maintain a connection with their customers without risking having their numbers labeled and their reputations damaged.

Besides protecting your number reputation, an omnichannel contact center software solution provides many other benefits, including:



**Increased Efficiency:** reduces costs and lowers the time and effort needed to provide services.



**Enhanced Customer Experience:** creates a seamless experience across multiple channels delivering a cross-channel unified experience.



**Improved Insights:** provides access to valuable insights into customer behavior, anticipating the customer needs.



**Improved Scalability:** grants the possibility to quickly scale up or down depending on the contact center's needs.



**Automated Processes:** saves time and resources while providing customers with faster service.

*If you want to learn more about how a **complete omnichannel solution** might benefit your contact center business or department, contact a NobelBiz representative [here](#).*

# Mitigate the impact of Call Labeling and Blocking with NobelBiz

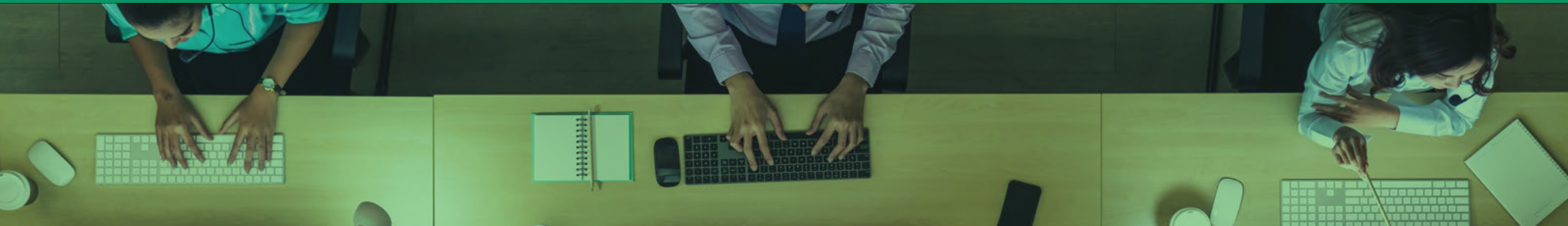
NobelBiz is a cloud contact center telecom and software provider that offers premium products and services to prevent Call Labeling and Blocking. To ensure the best possible experience for our customers, NobelBiz provides a range of solutions designed to help prevent and mitigate the risks of Call Labeling and Blocking.

First and foremost, we provide education and expert advice on the topic. **Our team of experts can help you understand the complexities of Call Labeling and Blocking and introduce you to companies that can help you prevent and mitigate the risks.**

If you think you're an expert on the topic, you can review your policy with us to see if you're missing out on something. We can provide solutions around cNAM, Trusted caller ID (aggregator), and other CCaaS - specific services. Additionally, we can provide number management to help you maintain your brand, find and use aggregators, and ensure your contact center is compliant.

Finally, we provide all the necessary tools for number management, including an inventory and a general dialing strategy. Our tools are designed to help you maintain control of your numbers and ensure that all your calls are labeled correctly.

*Book a free meeting with a NobelBiz expert* for questions or qualified advice on call labeling & blocking mitigation.





## Get Access to Qualified Expertise and Top Tools to Fight Call Labeling and Blocking

Working with NobelBiz will help ensure that your contact center has access to all the necessary tools and expertise to minimize the impact of call labeling and blocking. Our team of experts is available to answer any questions, and our comprehensive suite of tools and services can help you prevent and mitigate the risks of Call Labeling and Blocking.

At NobelBiz, we are committed to providing the best possible experience for our customers. Our products and services are designed to help ensure that your contact center is compliant and that all your calls are labeled and routed correctly.

If you're looking for a cloud contact center telecom and software provider to help you prevent and mitigate the risks of Call Labeling and Blocking, look no further than NobelBiz. Our team of experts and range of tools and services can help your contact center remain compliant and devise a solid personalized plan to mitigate the impact of call labeling and blocking.



### The Takeaway

As a Contact Center Technology provider, NobelBiz can deliver your calls, provide you with phone numbers, register your numbers on our network, and certify your company, so that your calls can have the best chances of connecting with proper labeling.

Most companies don't have the time, resources, or expertise to manage such a project. NobelBiz has all of this in one place and can do so cost-effectively, making this a straightforward decision for any company to consider.





**nobelbiz**<sup>®</sup>  
Contact Center Technology

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## About NobelBiz

NobelBiz is a Contact Center Solution company that has provided complete solutions to contact centers of all sizes and industries for the past 20 years.

The NobelBiz Voice Carrier Network is the only network made from the ground up to serve contact centers. As a result, it has the broadest range of smart tools to increase contact rates, reduce the effects of call labeling and blocking, and ensure all-around compliance.

The NobelBiz OMNI+ cloud contact center software has a unique mix of features, such as Omnichannel, Impressive API integrations, fast implementation, easy cross-channel campaign setup, and remote work.

With more than 20 years of experience in the contact center industry, NobelBiz helps contact centers worldwide be as productive as possible. We do this by giving you the only telecom carrier built from the ground up to meet the needs of a busy call center, along with state-of-the-art contact center software and a unique way to service customers.

NobelBiz offers call centers worldwide complete infrastructure solutions tailored to their needs. Our services and technical solutions can fulfill the needs of every type of contact center, irrespective of size, industry, or activity (inbound, outbound, or blended).

Through our years of experience with CCaaS, we have created contact center structures, processes, and methods that maximize ROI while minimizing risk.

*If you have questions or concerns about the items we outlined, NobelBiz can definitely help you with this.  
Get in touch with one of our experts!*