



TextGen Debuts Service with NobelBiz

Emily Henning, TextGen
267-942-6000 x334
Emily.Henning@TextGen.com
www.TextGen.com

(September 12, 2013) New York, N.Y. – TextGen, the brand new communications application that makes text-enabled landlines usable for business, is now available to customers of NobelBiz.

NobelBiz is a telecom carrier focused on servicing contact centers. TextGen redefines traditional business communication by adding text to traditional voice numbers, making the phone numbers smarter and more versatile.

Call center and other companies using NobelBiz numbers may add a text option to their existing voice and interactive voice response (IVR) line services without altering business processes—and at a very reasonable cost. NobelBiz is among the first telecom carrier services to recognize the massive potential of TextGen as it brings text conversations to businesses in a fast-to-deploy and easy-to-use way.

James Siminoff, President of NobelBiz says, “NobelBiz is a partner and service provider to the call center industry. This is a logical and welcomed addition to the suite of services we offer. Texting will quickly be a vital channel for customers to talk to businesses. It’s an idea whose time has not only arrived, it’s overdue. I’m very pleased that NobelBiz is part of this groundbreaking movement.”

Unlike traditional text messaging where texts are trapped in individual mobile devices, TextGen offers businesses a way to collect, manage, store and share the valuable business data. All TextGen conversations are housed in a central collector—the TextGen cloud—and verbatim transcripts and activity reports can be exported at any time for use by the business.

Thomas Howe, a TextGen business partner and highly respected communications software developer in his own right, says, “Within 18 months, I can see text-enablement of business lines becoming the new normal. Now that the content of text conversation is so easily available to the business, and resides in a secure environment, it will soon be inconceivable that a business would not want its customers to have this communication option.”

About TextGen

TextGen is a business communication application that makes traditional telephone lines more versatile by supporting both text and voice conversations on the same telephone number and providing complete transcripts of those conversations through a cloud-based web portal. Affordable and easy to integrate with any business, TextGen brings texting to work. www.TextGen.com

About NobelBiz

NobelBiz, Inc. is a facilities-based carrier specializing in providing value-added long distance services to contact centers. NobelBiz sells services directly to major call center clients operating hundreds of call centers worldwide. NobelBiz offers LocalTouch(TM) and SMART Touch(TM) services that enhance the effectiveness of both inbound and outbound calling campaigns. www.NobelBiz.com