

Noble® Blended Agent

improve Productivity and Service with 'Universal' Agents

Noble® Blended Agent turns your agents into universal agents, increasing the efficiency of the call center and improving agent productivity. Rather than sitting idle while waiting for incoming contacts during low-volume periods, your agents can handle outbound calls or multichannel communications. When inbound volume increases, the blended agent is automatically given priority to inbound contacts, reducing hold times and improving customer service.

With Noble's true 'blended call' environments, agents transition seamlessly between blended inbound and outbound contacts based on availability and service level goals – without requiring them to manually change programs. The *Noble Universal Queue* provides multi-channel blending, allowing you to manage all types of customer contacts (including voice, email, web and fax) in a single pipeline, using the same pool of agents for even greater efficiency.

Noble Blended Agent helps optimize agent resources, maximize agent productivity and reduce idle time, and improve customer service and customer satisfaction.

- Noble's built-in ACD and predictive dialing technology offers advanced support for inbound and outbound calling campaigns.
- Agents can be designated as inbound, outbound or blended.
- Trunks can be assigned as either inbound or outbound, or can be mixed to support both streams.
- A single blended, multi-channel queue for all media types, including voice, email, chat, and fax.
- Workflows and Customer Information are pushed automatically to agent screens, giving them the tools needed to handle the contact, regardless of type.
- Integration with the Noble ACD and Dialer features for Skills-based Routing, IVR menus, Screen Pops, and more for complete contact management.
- Customer histories are maintained in a single, consolidated record for all interactions, providing complete customer profiles for reporting and campaign planning.

“ We enjoy the ability to manage inbound and outbound calls. Noble's blended calling has helped us dramatically increase productivity. The system fills the time between inbound calls with outbound contacts, so that our agents are always busy. This has helped us double our results and increase our financial results by almost 50%! And, we can access a single customer record for both inbound & outbound calls – allowing for a better customer experience. ”