CUSTOMER CONTACT TECHNOLOGIES

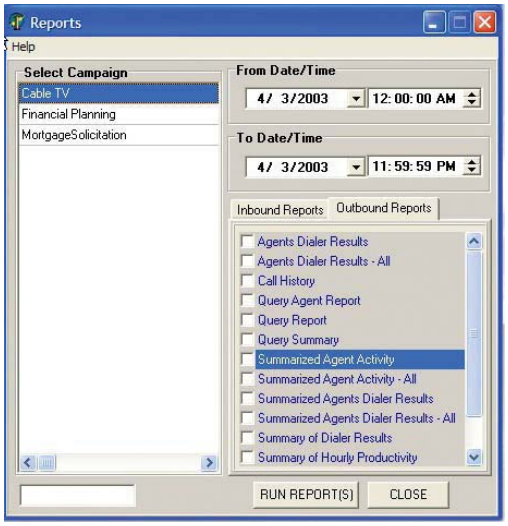
Noble® CCS Historical Reporting

NOBLE SYSTEMS

Noble® CCS Historical Reporting

Noble CCS provides powerful supervisory and analytical tools that give call center managers both real-time and historical information about project and agent performance. Noble CCS delivers a complete toolset of analytical tools, including real-time statistics and historical reporting.

The Historical Reporting features within Noble CCS give users a powerful information tool to help managers can make informed decisions to allocate personnel and maximize productivity. It's easy to obtain campaign status and agent activity reports at any phase in the campaign. With over a dozen standard inbound, outbound and blended reports, managers can evaluate and monitor system or agent activities as desired, including current call results, agent productivity, talk times, system efficiency, and progress toward campaign goals.



Easy to Use Interface

Noble CCS Reporting features an easy-to-use graphical Windows-based interface so that managers can obtain the desired information for the appropriate time period. Managers find it easy to select an outbound campaign or inbound project, set the desired reporting period, and select the reports to be generated.

Total Control for Your Contact Center

Noble CCS gives contact center managers total control through custom graphical reporting, real-time monitoring and digital recording. With the statistics these tools generate, you'll perform data analysis that drive continuous improvements throughout your operation:

> Individual and team productivity and call volumes
> R esults by day, week, month, quarter or year
> Queue hold times and abandonment rates
> Real-time and historical agent conversations

Improved Real-time Information & Historical Reports

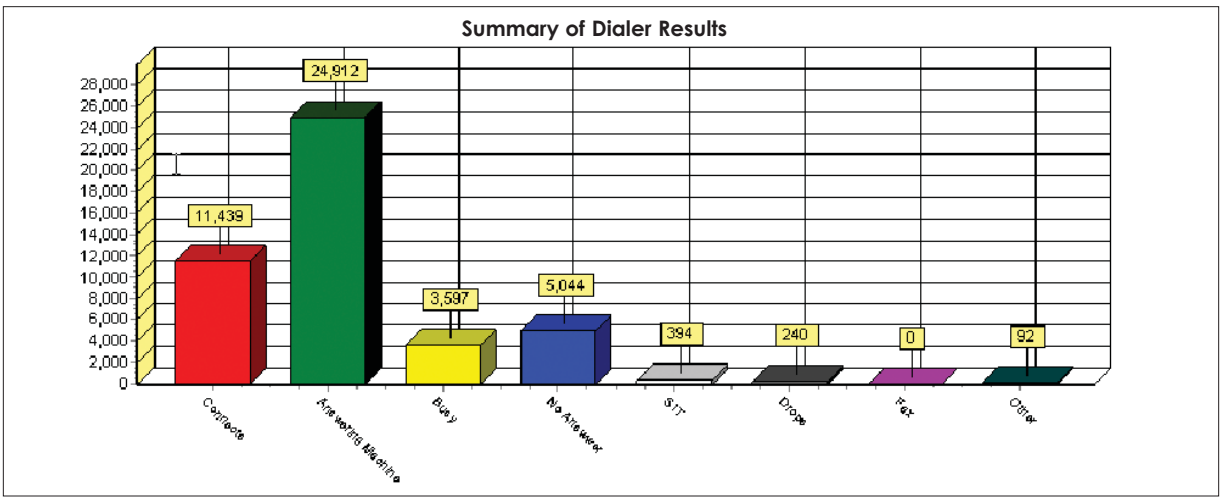
Noble CCS gives you better decision-making tools with access to more information and more in-depth data. Real-time statistics for agents and prospects are color-coded for easier viewing, and can be configured by project, group, or enterprise for summary data or drill-downs. Over 40 historical reports are delivered with the system. Auto Alerts provide warnings for critical thresholds. And, you can view reports from anywhere, at any time, with secure web-based reporting.

" "I was very impressed as to the accountability of the system. It gave me the information needed to evaluate the telemarketing performance,using statistics, and shift reports. "

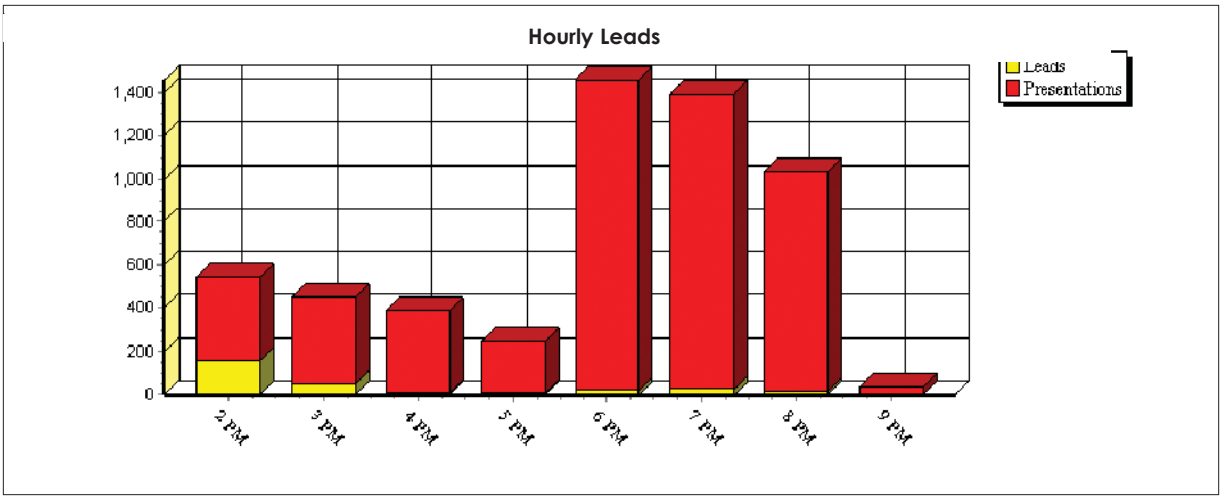
Vandehei Enterprises, Inc

Sample Outbound & Inbound Reports

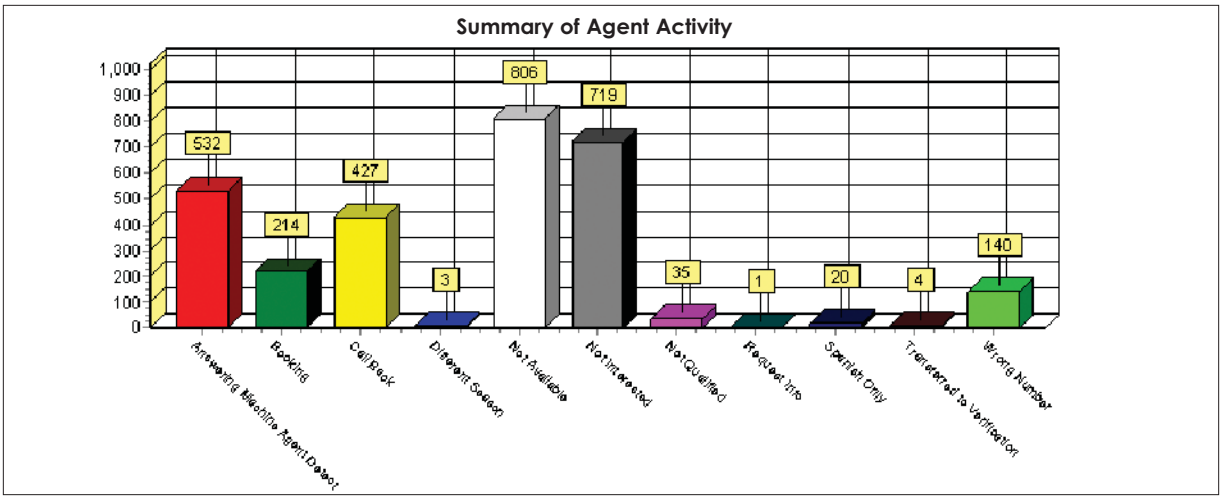
Outbound Reports



This graphical representation of a **'Shift Report'** (also available in text view)evaluates outbound system results for a specified period. The report provides managers with a quick snapshot of a calling campaign and provides benchmarks for specific calling criteria. The report shows that the system's call progress analysis operated effectively filtering out answering machines and recognizing 'No Answers'. In this outbound period, the system delivered over 11,000 calls to agents with connected calls outpacing 'No Answers' 2-to-1. Additionally, the solution operated efficiently and within federal compliance guidelines with a low number of dropped calls.



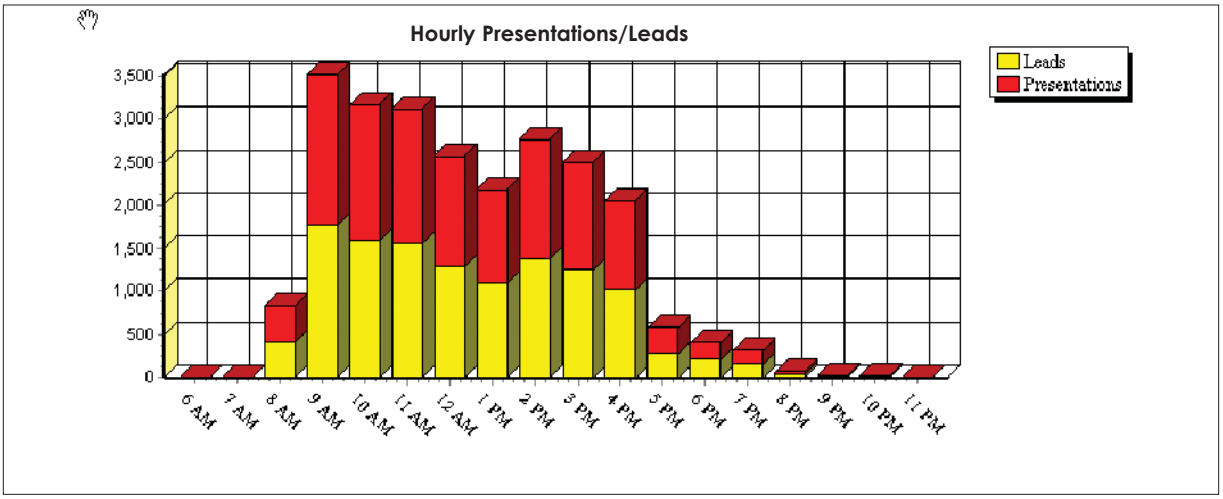
The **'Hourly Leads Report'** provides an analysis of Presentations to Leads for a specified period. The report shows which hours were most productive and provides critical insight required for planning staffing resources. The results here show that the most productive presentation to lead ratio was for the hours between 2–3PM. In the 6-7PM period more presentations were delivered, but with fewer resulting leads.



The **'Summary of Agent Activity Report'** shows all agent record dispositions or Call Result Codes. Call Result Codes can be customized for each campaign and the solution dynamically includes them in reports as shown. This report allows managers to benchmark results for connected calls. This report is essential to understand the productivity of a specific campaign and whether adjustments need to be made to the agent script, agent training or the outbound list. The Individual Agent Activity report (not shown) allows managers to compare and analyze agent performance for training and productivity evaluation.

> " "I was very impressed as to the accountability of the system. It gave me the information needed to evaluate the telemarketing performance, using statistics, and shift reports. "
>
> *Vandehei Enterprises, Inc*

Inbound Reports



The **'Hourly Inbound Presentations to Leads Report'** provides an hourly productivity analysis. The report shows that the hours of 9-11AM were most productive with a 1-to-1 presentation to lead productivity ratio. With reports such as this, managers can plan for allocating personnel and meeting established benchmarks.

Hourly Inbound Summary

7:00 PM

Total Statistics			Ttl Length	Avg Length	Agent Time Accountability		Maximums At One Time	
Calls Received:	104	Call In System:	11:54:32	00:06:52	#Logged On:	22	Calls In System:	30
Spoke w/ Agent:	102	TalkTime:	07:48:43	00:04:35	Logged Time:	16:05:44	Agents On Calls:	30
Abandoned Calls:	2	WrapupTime:	02:37:55	00:01:32	Agents Utilized:	20	Calls In Queue:	10
Service Level		Queue Wait:	01:27:13	00:00:50	%Time on Inbound:	64.89 %	Agents Logged On:	20
Ans. Within 30 sec.:	65	Aband. Wait:	00:00:41	00:00:20				
% Ans. Within 30 sec.:	62.50 %							

7:30 PM

Total Statistics			Ttl Length	Avg Length	Agent Time Accountability		Maximums At One Time	
Calls Received:	94	Call In System:	08:44:57	00:05:35	#Logged On:	20	Calls In System:	26
Spoke w/ Agent:	94	TalkTime:	05:48:04	00:03:42	Logged Time:	14:00:11	Agents On Calls:	26
Abandoned Calls:	0	WrapupTime:	01:20:34	00:00:51	Agents Utilized:	18	Calls In Queue:	8
Service Level		Queue Wait:	01:36:19	00:01:01	%Time on Inbound:	51.02 %	Agents Logged On:	18
Ans. Within 30 sec.:	53	Aband. Wait:	00:00:00	00:00:00				
% Ans. Within 30 sec.:	56.38 %							

Totals

Total Statistics			Ttl Length	Avg Length	Agent Time Accountability		Maximums At One Time	
Calls Received:	2059	Call In System:	220:43:16	00:06:25	#Logged On:	174	Calls In System:	49
Spoke w/ Agent:	1894	TalkTime:	142:21:08	00:04:30	Logged Time:	918:29:20	Agents On Calls:	49
Abandoned Calls:	165	WrapupTime:	43:17:07	00:00:05	Agents Utilized:	44	Calls In Queue:	16
Agent Availability		Queue Wait:	23:36:23	00:00:41	%Time on Inbound:	20.21 %	Agents Logged On:	31
Ans. Within 30 sec.:	1316	Aband. Wait:	11:28:38	00:04:10				
% Ans. Within 30 sec.:	63.91 %							

The **'Hourly Inbound Summary Report'** allows managers to evaluate multiple criteria for a time segment allowing them to drill further into what is occurring during a particular time period for an inbound project, as shown in this excerpt. This critical report allows managers to evaluate corporate benchmarks for Wait Time, Abandons, Productivity and much more. The Totals section shows the roll-up for all time segments.

DNIS Summary by Category

Classic Cable Outbound

Voice Broadcast Summary from Phone Activity

For Time Period 06 Sep 2002 to 06 Sep 2002

4/10/2003 4:55:18 PM

Page 1 of 1

DNIS	5-6	6-7	7-8	8-9	9-10	10-11	11-12	12-1	1-2	2-3	3-4	4-5	5-6	6-7	7-8	8-9	TOTAL
4845	0	0	0	20	18	12	16	14	19	13	14	12	11	6	0	0	155
5660	0	0	0	2	0	4	2	3	1	3	0	1	0	0	0	0	16
TOTALS	0	0	0	22	18	16	18	17	20	16	14	13	11	6	0	0	171

The **'DNIS Summary by Category'** report provides managers with a roll-up of inbound activity for DNIS numbers assigned by management to a particular category for reporting purposes. In this case, 'Voice Broadcast' is a category with two DNIS numbers assigned.

" We are learning new bells and whistles that just amaze me with production reports and the stats of the telemarketers. "

Destiny Mortgage Group, Inc

ABOUT NOBLE SYSTEMS CORPORATION

Noble Systems Corporation is a global leader in contact center technology solutions, providing innovative products since 1989. Tens of thousands of agents at 2,000+ client installations worldwide conduct business using the award-winning Noble platforms for inbound/ outbound/blended communications. The scalable, integrated Noble solutions include advanced ACD and predictive dialing; unified contact processing for voice, email, and web; and integrated IVR, digital recording, messaging, quality control/monitoring systems, scripting, and real-time reporting and management tools.

Noble Systems® delivers one of the most robust reporting solutions on the market. The tools and reports contained in this document highlight only a portion of our most popular management and reporting capabilities. To learn more about our integrated reporting features, please contact your Noble Systems Sales Representative.

Call 1.888.866.2538 (404.851.1331) or visit www.noblesys.com.

Copyright © 2009 Noble Systems Corporation. All rights reserved. No part of this document may be reproduced in any form or by any means without written permission from Noble Systems Corporation. Noble Systems, Noble, the n-logo and Amcat are registered trademarks of Noble Systems Corporation. All others are property of their respective owners. While every precaution has been taken to ensure the accuracy of the information contained in this document, Noble Systems Corporation assumes no responsibility for inadvertent errors or omissions. The information contained in this document is subject to change without notice.

To learn more, contact any of our offices:

Noble Systems North America
(Corporate Headquarters)
info@noblesys.com
1.888.866.2538 (toll-free)
1.888.8.NOBLE.8 (toll-free)
Outside the US:
+01 (1) 404.851.1331

Noble Systems Latin Americas
Brasil
info-br@noblesys.com
+55 (11) 2246 2740

Noble Systems EMEA
U.K.
info-uk@noblesys.com
+44 (0) 161 772 7100

Germany
+(49) (0) 221 5694 176

Noble Systems Australia
info-au@noblesys.com
1.800.662.537 (toll-free)
1.800.NOBLES (toll-free)
Outside Australia:
+61 (02) 8222 0500

Noble Systems India(P) Ltd.
info-in@noblesys.com
+91 11 5560 6500

www.noblesys.com