Noble® Enterprise Cloud

A Complete "Contact Center in a Cloud" Solution

The Noble® Enterprise Cloud Solution suite offers an alternative to traditional premise-based systems, delivering a *complete* contact center technology solution with all of the advantages of a cloud-based CaaS (communications as a service) infrastructure. Noble's unique offer is the only *true enterprise solution* in the market, giving you the full functionality of our proven premise-based Enterprise platform in a hosted environment. Noble's hosted technologies can help you improve the management of your customer contacts and allow you to respond faster to new opportunities, in a platform that requires no initial capital expenditure and eliminates hardware overhead expenses.

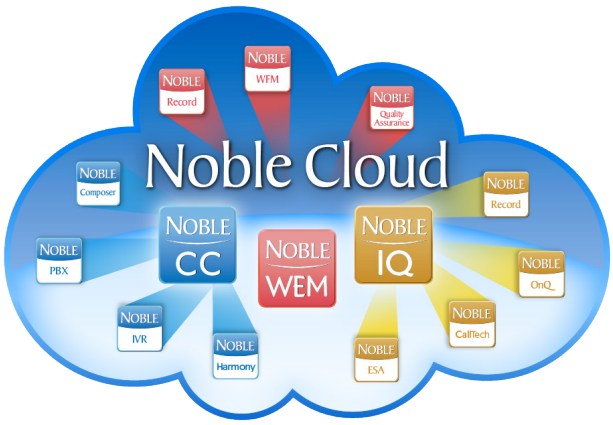
Experience the Power of a Full-Featured, High-Performance CaaS Platform

While many vendors offer limited functionality in their CaaS products, *Noble Enterprise Cloud* is a complete contact center solution. You get all of the power and performance of our award-winning Noble Enterprise Solution in a unified platform, with an integrated management console for a single-point of entry to advanced features and management tools. Noble can help you achieve maximum productivity with outbound dialing, inbound ACD, blending, skills-based routing, IVR, call recording, agent and system monitoring, customizable agent workstations, workforce management (WFM), legislative compliance, results reporting, CRM/collection software integration, and more.

The Noble Enterprise Cloud solution is built on Noble's award-winning SIPhony platform, using a server-based design to eliminate the reliance on traditional proprietary telephony blades with limited scalability and lifespan, creating a longer-term investment with more flexibility for future growth. SIPhony's 'cloud-based' contact routing platform centralizes resources to support the agent network, allowing access from wherever your agents are located.

Get the Advantage of Working with a Proven, Industry Leader

For more than 25 years, Noble Systems has been delivering solutions that build performance and productivity, improve the quality and effectiveness of customer contacts, and reduce costs. Our unified solutions include the key software technologies that contact centers need most. Tens of thousands of agents at 4,000+ client installations worldwide conduct business using the Noble platforms for inbound/outbound/blended communications. Our solutions have been recognized across the industry for their leading-edge technologies, range of features, and superior performance and reliability. Noble Systems was the first vendor to offer an open, scalable, fully-distributed environment, allowing rapid development of custom applications to meet changing business demands, and the flexibility to integrate with third-party applications.



- Agent Interface
- Manager Interface
- Data Management
- Dialing, Inbound & Omnichannel Blending
- IVR & Messaging
- Recording & QA
- Compliance
- Workforce Management
- Analytics
- Disaster Recovery

***Noble® Enterprise Cloud* gives you a true enterprise contact center solution, with best-in-class technology & performance, in a CaaS platform that fits into your financial & business strategies.**

NOBLE SYSTEMS

Noble® Enterprise Cloud

Deployment Model

In the Noble Enterprise Cloud configuration, Voice over IP is used to receive calls through the hosting data center and then route them to the customer's agents – wherever they may be located – over a public network or MPLS network. This configuration offers high cost-efficiencies, as the only new on-premise requirement for clients is IP phones or Soft phones for agents.

Hosting Environment

Noble Systems understands that the reliability and stability of the hosting partner's data center is crucial to the success of your business. Therefore, we have created an environment that optimizes system availability, with state of the art equipment and services.

Scalability

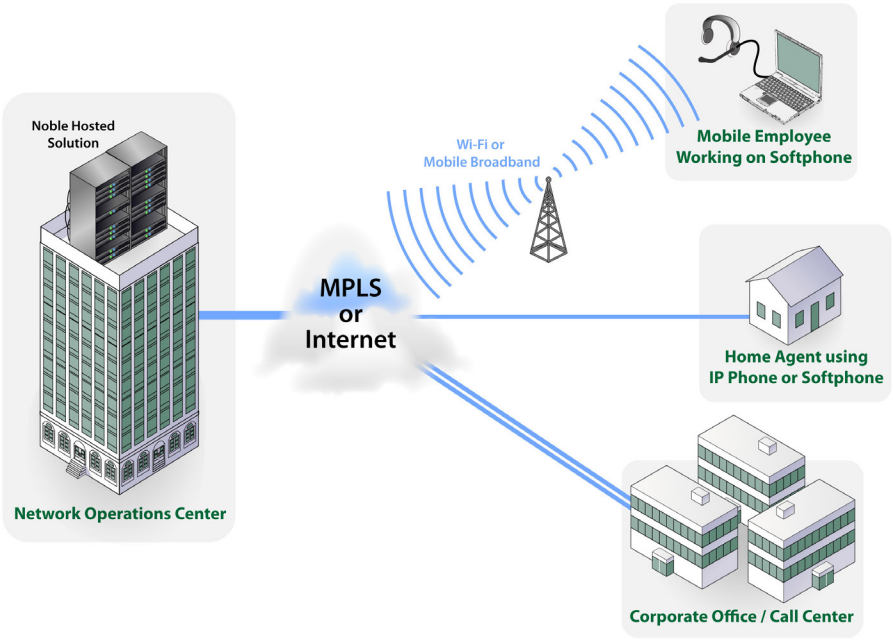
Noble Enterprise Cloud provides a flexible solution that allows you to scale your operations to meet your changing needs. From adding seasonal employees to handle volume spikes to growing your permanent workforce, Noble's on-demand platform makes it easy to add or remove agents based on your business requirements. Wherever your employees are located – on-site, at a remote office, or working from home – Noble connects them all with our IP-based networks.

CaaS to Premise Migration

Our unique hosted system design allows you to easily migrate your CaaS solution to a premise-based platform should your business and financial strategies change. You can quickly transition to an in-house environment, with very little downtime and no retraining requirements. Your equipment can be installed on-site and the system can be configured while you continue using the hosted services, so that there is virtually no loss of productivity.

Comprehensive Training, Support & Services

Noble Systems is committed to providing highly-responsive client support. With a skilled, responsive in-house technical support team, full service support and maintenance options, and built-in system protection, the Noble CARE Support Team is there when you need us. All Noble Cloud Support clients have access to our support team and resources 24 hours a day, 7 days a week, 365 days a year, as well as to on-going training through our Noble UNIVERSITY programs and full-service Noble PRO professional consulting engagements.



ABOUT NOBLE SYSTEMS CORPORATION

Noble Systems Corporation is a global leader in the customer communications industry, providing innovative solutions for Contact Center, Workforce Management, and Analytics. Tens of thousands of agents at 4,000+ client installations worldwide use Noble platforms to manage millions of customer contacts each day. Noble offers a unified suite of omnichannel inbound, outbound and blended contact processing, strategy planning, resource management, and compliance tools for companies of all sizes. Our premise, cloud, and innovative premise/cloud hybrid platforms include ACD, predictive dialing, blended processing, recording and monitoring, IVR, messaging, interaction analytics, workforce management, and decisioning. Call 1.888.8.NOBLE.8 or visit www.noblesystems.com.

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NOBLE SYSTEMS
CUSTOMER CONTACT TECHNOLOGIES

Americas: +1 404 851 1331 ~ 1 888 866 2538
APAC (AUS): +61 2 8222 0500
EMEA (UK): +44 0 161 772 7100

www.noblesystems.com

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