

# Noble® Personal Script

Patented Script Recording Technology

Gain control over call quality variables such as message consistency, agent enthusiasm and individual contact quality with Noble® Personal Script. Using patented technology exclusive to Noble Systems, this unique tool allows agents to pre-record selected segments of the call script. The messages can be delivered in any sequence during a call — front, middle, or end — on a call-by-call basis. The use of the recorded segments is undetectable by the customer.

## Improve Consistency & Quality

*Noble Personal Script* captures an agent's enthusiasm to deliver consistent, cheerful greetings for each and every call. Recording portions of the call script eliminates delivery repetition, allowing agents to focus on the more personalized sections of the conversation and to complete each presentation more efficiently. Error rates are significantly reduced, since pre-recorded segments are scripted word-for-word, ensuring consistency of the message.

## Increase Productivity & Efficiency

With *Personal Script*, agents build proficiency and require fewer breaks, as their duties become less tedious. Agents gain more time on the phone, deliver scripts with an increased interest level, and can add personalization to pre-recorded messages. Personal Script recordings can be started and stopped at any point in the call at the touch of a button. Messages can be played at the start of the call (to play a welcome message personalized by the agent), in the middle of the call (to review disclaimer information) or at the end of a call (to ensure a consistent close), resulting in higher productivity and efficiency towards reaching your program goals.

## Reduce Agent Turnover

This professional call management tool aids your agents' performance by alleviating burnout, fatigue and complacency. *Personal Script* helps lower agent turnover rates, saving you the time and costs associated with recruiting and training new employees.

- High Quality Recordings
- Undistinguishable from a Live Voice
- Personalize Agent Presentations
- Message Interruption Capability
- Insert Message Anywhere During Call – start, middle or end
- Operator Error Safeguards (including volume control)

“ We are very happy with our investment in Noble Systems. We are pleased with the many advantages we have gained through our dealings with the company and its products. ”

