Noble® Enterprise
Unified Contact Center Management

The Noble® Enterprise Solution suite is a unified, single-source Customer Contact Management solution for today's advanced enterprise environments. Noble Systems helps you control costs and improve operational efficiencies by providing information management and operational tools to manage blended inbound and outbound communications. Our solution combines an open platform with an integrated relational database, flexible scripting and workflow tools, monitoring and quality assurance features, skills-based routing, IVR and messaging functions, agent, campaign, and workforce management tools, analytics and strategy planning features, and real-time reporting to offer a complete end-to-end solution for total control of your customer interactions.

Get the Advantage of Working with a Proven, Industry Leader

For more than 20 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: Predictive dialing, Inbound contact management and ACD, IP-PBX, Self Service IVR software, CTI for intelligent screen pops, Digital Recording, Workforce Management and Reporting, Advanced Analytics, Strategy Management, and VoIP Support. Noble also provides seamless integration to existing corporate environments, reducing your learning curve and protecting your technology investments.

Control Activities & Build Efficiency with Intuitive Management Tools

Noble offers business managers intuitive graphical tools to help them develop and customize inbound/outbound contact strategies. The Management Suite gives users complete control of contact center activities to efficiently oversee the setup and management of contact center applications. Composer presents innovative script, workflow, campaign, and list management. Maestro provides managers with real-time reporting on agent, group, list, and service statistics. Noble's solutions deliver an exceptional combination of quality, experience, and service.

Manage Multi-Media Communications with a Customized Solution

Noble's 'universal queue' allows agents to control a high volume of calls, emails, chat messages, callback requests, and other contact channels in a sophisticated, multimedia environment. Additional tools are available for quality control, digital recording, customer self-service, payment processing, remote agents, and off-shore site support to help you build a solution suite that meets your unique contact center needs.

Experience the Power of an Open, High-Performance Platform

The Noble Enterprise Solution consists of enterprise class hardware and software components that deliver high-performance computer telephony applications. Noble runs on the open Linux platform, allowing rapid development of custom applications to meet business demands, and the flexibility to integrate with third-party applications. Our solution includes an integrated object-relational database management system and supports web-services.

Benefit from a Comprehensive Training & Support Package

Noble Systems helps you make the most of your technology investment. A step-by-step implementation plan and hands-on training program ensures a smooth installation and transition period. Our 'triple team' approach to support includes full-service Noble® CARE hardware and software maintenance plans, access to 7x24x365 tech support, and our satisfaction guarantee.

- Unified Customer Contact Management Solution

- Premise, Cloud, and Hybrid Deployment Options

- Blended Inbound & Outbound Multi-media Contacts with the 'Universal Queue'

- Customized Agent Scripts & Workflows

- Intuitive Management Portal & Real-time Reporting

- PBX, Dialer, IVR, Recording, Messaging, WFM, QA, Analytics & More

" The Noble® Solution was just as feature rich as the other products, at a fraction of the cost. Call production has increased by 100% and contacts by nearly 150%. "

NOBLE SYSTEMS
CUSTOMER CONTACT TECHNOLOGIES

Noble® Telephony

Unified Contact Center Technology Solutions

The Noble® Telephony platform provides predictive dialing with an inbound ACD, so all agent stations can take advantage of blended inbound/outbound communications for maximum efficiency and productivity. The unified platform allows centers to manage voice, email, and web contacts in a sophisticated, multi-media environment. Our integrated relational database captures and stores contact information for enterprise-wide CIM strategies.

Noble® PDS (Predictive Dialing Solution) : Outbound Call Automation

The *Noble Predictive Dialing Solution* automates, organizes and manages your calling campaigns and resources, helping you build productivity, increase outbound call volume, and maximize agent on-phone time. The full-featured outbound solution delivers call, list, and workflow management with Legislative Compliance features. The PDS manages system activities through our robust integrated database. Our call management software also provides local or remote reporting, monitoring, and supervizion control that helps you manage your operations more effectively.

Noble® ACD : Intelligent Inbound Routing

Noble ACD helps you manage inbound contacts in the Noble platform. With an integrated ACD, you can reduce the number of dropped calls by eliminating transfers and decreasing on-hold times. Other features include digital messaging, interactive voice response (IVR), priority queuing, PBX integration, and multi-site networking. Through a combination of intelligent routing and comprehensive real-time monitoring, reporting, and management tools, Noble enables your organization to simultaneously maximize customer service levels and contact center productivity.

Noble® Database : Integrated Relational Database

Noble features an integrated database that powers and organizes your Noble contact center management solution. The Noble Database utilizes an industrial strength, enterprise-class ORDBMS (Object-Relational Database Management System) that is the solution of choice for many of the world's premiere organizations. Noble captures customer information, populates customer data, allows integration with external applications, and supports customized campaigns to improve the quality and efficiency of customer interaction.

Noble® Contact Blending : Universal Stations in a Universal Queue

The *Noble Enterprise Solution* provides a single, unified platform for managing your customer communications. The system maximizes resources and improves agent effectiveness, allowing agents to dial out while waiting for inbound calls. When combined with ERMS and web features, Noble provides 'universal' queues for phone calls, emails and web contacts.

Noble® SIPhony : An Evolutionary Unified Contact Platform

With an IP-ready, total SIP solution that supports traditional TDM or hardware-based telephony, native-IP, and hybrid platforms, Noble makes it easy for organizations to migrate to a SIP environment. SIPhony provides the best of both worlds – seamless point solution integration to existing environments or a stand-alone unified system – to help companies achieve greater performance, improve customer service, and lower the cost of doing business.

" Noble allows us to develop strategies that help our agents talk with more people, increasing outbound dialing so that we get better list penetration and driving inbound traffic so that we can close more business. "

NOBLE SYSTEMS

CUSTOMER CONTACT TECHNOLOGIES

Noble® Management Suite
Advanced Contact Center Technology Solutions

The Noble® Management Suite allows you to take complete control of your contact center activities. The management pieces place a full range of contact and system management functions at your fingertips for script development, program administration, resource management, agent monitoring, and activity reporting.

Desktop Design & Custom Scripting : Noble® Composer

Noble Composer offers innovative script and campaign workflow management software tools that allow you to create custom agent desktops for more efficient customer communications. Our rapid application development tools allow non-technical managers to deploy sophisticated, custom scripts easily, using menu-driven, point-and-click functions – without the aid of a programmer. Our windows and web-based custom desktop products save time and resources, helping you put new programs into production quickly for fast results. Noble also supports integration with your existing applications using OCX scripting, browser-based scripts, and other solutions.

Management & Reporting : Noble® Maestro, Harmony and Reports

The Management Suite is the command center for accessing the power and flexibility of the Noble communication and telephony server. *Noble Maestro* and *Reports* offer a graphical, front-end system from which users direct and monitor inbound and outbound contacts. The system's easy-to-use interface enables managers to efficiently oversee the setup and management of your contact center applications, providing maximum connect time and effortless coordination of operations.

The Management Suite provides a robust toolset that allows managers and supervisors to monitor contact center activity through access to up-to-the-minute information pulled directly from the database. Noble's real-time web-based reporting lets users view agent, group, campaign, and list statistics to direct call activities and meet business objectives. With the use of the intuitive Maestro software, managers can analyze programs to identify trends, successes or bottlenecks. Statistics are available for both current and historical data, and can be reviewed in both detail and summary views for on-screen, print or email delivery.

Noble® Harmony and *Reports* take our manager tools 'on the go' with powerful browser access for remote and mobile contact center management and reporting, allowing managers to move away from their desks while still having full access to setup, monitoring and reporting tools from the Maestro management portal. Supervisors can see what their teams are doing and view real-time activities and stats via internet devices and inexpensive tablets, whether on the center floor, in a meeting, or away from the office.

" Composer allows us to integrate our agent desktops to streamline workflows and eliminate redundant tasks. Maestro and the web-based Harmony and Reports modules are extremely effective for managing our day-to-day operations and to stay on top of what is happening in the center. We can ensure that agents are productive, managers have the information they need, and serve our customers better. "

NOBLE SYSTEMS
CUSTOMER CONTACT TECHNOLOGIES

9.2015

Noble® Enhancements
Advanced Contact Center Technology Solutions

The Noble® Enhancements Series encompasses additional options for advanced functionality. More than just a predictive dialing and ACD system, the Noble Solution suite's 'building block' approach offers the ability to create a solution to meet your unique business requirements and to enrich and expand your customer communications.

Noble Cloud Options : Communications as a Service (CaaS) deployment options with full enterprise functionality

Noble SBR : Skills-Based Routing sends calls to the right agent every time, increasing first-call resolutions

Noble IVR & TTS : Interactive Voice Response offers menu options to route calls automatically with optional text to speech for personalized self-service

Noble Messenger : Outbound broadcast messaging for 'agent-less' programs

Noble QA : Screen capture, agent monitoring & agent scoring for advanced quality assurance

Noble Recorder : Digital Voice & Screen Recording Systems for quality assurance & quick, easy file archiving & retrieval

Noble Interaction Analytics : Analysis of recorded data to identify trends & improve quality

Noble Data Analytics : Best Time to Contact, Best Channel to Contact, & Contact Strategy Planning to optimize contacts and results

Noble ShiftTrack WFM : Robust forecasting & staffing management solution

Noble Compliance : Database & system security options and DNC List Management to help meet regulatory and industry compliance standards

Noble ERMS & Web : Email & Web-enabled Management for multi-channel contacts

Noble Universal Queue : Unified queue for voice, fax, email, & web contacts

Noble CTI BAG : Blended Agent Gateway integrates Noble with your existing PBX

Noble Remote Agents : Offsite & work-from-home agents for more staffing flexibility with full control of agent activities – wherever they are located

Noble DR : Archiving and storage solutions, and data replication and system redundancy for disaster recovery and business continuity

Noble Personal Script : Patented script recording technology helps improve agent performance and script adherence

Noble Payment Processing : Credit card authorization & check-by-phone processing

Noble iPBX : Software-based phone systems with all of the 'big box' features, without the big price tag

Noble WISE : Web Interfacing Services to import/export data via SOAP

Noble Salesforce.com Integration : Embeds the Noble Agent tools within the Salesforce.com desktop to improve sales representiative efficiency

" Noble is a completely integrated solution. Everything you want for your contact center technology, Noble offers. We don't have to look at different vendors, because it is all in the Noble Solution. And, there is only one system to learn and to support. "

NOBLE SYSTEMS
CUSTOMER CONTACT TECHNOLOGIES

Noble® Client Services

Best in Class Support, Training, and Consulting

When you invest in a Noble Systems solution, you are not just buying the leading call automation products. You get a total contact center management solution, customized to meet your goals and business needs. Noble Systems' value proposition includes a highly attentive client-centric network of service professionals to ensure that you realize the maximum benefits from your installation. Noble's Client Services organization offers Technical, Educational and Consulting Services for the life of your investment, from the initial pre-sales consultation to ongoing account management and customer support – all designed to help you optimize your contact center technology and business operations.

Noble® CARE

One of the most significant elements of Noble Systems' turnkey operation is our superior Hardware & Software Support offer. Noble understands the importance of providing an integrated source of attentive and effective support and offers full service support and maintenance options that are renewable on an annual basis. The in-house *Noble CARE* Support Team provides expertise in the operations and troubleshooting of our products and other call center components. Clients with active support agreements have direct access to our knowledgeable engineers, with the comfort of around-the-clock services. You can depend on us for responsive technical support.

Noble® UNIVERSITY

Noble UNIVERSITY offers educational programs that are designed to help you get the most out of your investment in our technology. Our training packages are tailored to your needs, allowing you to select from a number of courses that will help enhance Noble's ease-of-use features and integration with the existing operating environment. Classes are taught by our in-house team of Trainers, who work with our product every day, and not by a third-party provider. From initial System Management training to advanced courses, our curriculums are focused on helping our users become self-sufficient to manage their Noble solution internally and to meet their contact center goals.

Noble® PRO

While every contact center is unique, common opportunities and challenges run through each organization. With over 20 years of organizational experience in the industry, Noble Systems understands the day-to-day operations, and the complexities of matching technologies, people, and processes with the long-term goals of contact centers. Built upon the knowledge and expertise we have gained from working with a diverse set of industries and applications, our *Noble PRO* services are tailored to the needs of contact center environments. Our focus is to distinguish each client's individual business needs and then share our know-how and resources to help them capitalize on new business opportunities and improve the performance of their customer contact operations.

- Best-in-Class Services from a Global Contact Center Industry Provider

- Trusted, Proven Expertise for Your Noble Contact Center Platform

- Leverage Our Know-How & Resources to Transform Your Business

" Noble Systems' professionals take the time to learn and understand our business in order to deliver solutions and services that meet our specific needs, working as a business partner to help us achieve our goals. "

NOBLE SYSTEMS

CUSTOMER CONTACT TECHNOLOGIES