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## **Noble Systems Introduces Outbound WFM**

*Noble Systems announces innovative solution for outbound forecasting and workforce scheduling*

Atlanta, GA – May 6, 2009: **Noble Systems Corporation**, a global leader in innovative contact center technology solutions, introduces its innovative **Outbound WFM module** for **Noble® Workforce Management**, a powerful and complete workforce management system. **Noble Outbound WFM** fills a void left by many WFM products which focus only on inbound communications.

Noble WFM provides a robust and affordable forecasting and staffing management solution that is easy to deploy for centers of all sizes. By incorporating forecasting and scheduling for outbound programs, Noble Systems provides a comprehensive workforce management system for inbound, outbound and blended programs that can accurately forecast call volumes, leverage flexible scheduling processes for both call and non-call activities for call center and back-office personnel, produce reports that measure agent and center performance, and reduce costs. Noble Outbound WFM offers features and tools targeted for outbound and blended environments, including:

- Outbound Forecasting for Agents to schedule agents based upon records to call
- Outbound Forecasting for Calling Lists to determine the resources needed to exhaust a list as quickly as possible or to spread calls evenly across a time period
- Inbound Forecasting to predict call volumes, including predicting “Valley” periods when inbound volumes are low so that outbound campaigns can be scheduled
- What-if Scenarios explore the affects of volume and service level changes
- Dynamic Agent Rankings based on actual performance
- Real-Time Schedule Adherence– Agent Status Monitoring + Instant Alerts for out-of-adherence states
- Data sharing with the Noble® Solution for outbound and inbound statistics, including historical data, call volumes, agent details, skills, and more
- Integration to Avaya, Cisco, Nortel, Siemens, and other popular PBXs, and is compatible with other corporate systems and software applications

Noble WFM helps contact centers automate the process of forecasting call volumes and agent scheduling for outbound, inbound and blended programs, ultimately improving service levels and reducing costs. Workforce Management offers a number of benefits for a contact center, including:

- Add instant value to your contact center by receiving better information to make faster, more informed decisions

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- Automate the tedious process of forecasting call volumes and agent scheduling
- Manage your workforce across multiple contact centers and time zones
- Optimize your workforce at a fraction of the cost and significantly build profitability
- Increase productivity by ensuring that the right skills are in the right channels at the right times
- Improve communication between agents and supervisors to view schedules, monitor performance, and streamline common tasks

James K. Noble, Jr., President & CEO of Noble Systems, said, “We have found that most of the traditional WFM solutions are lacking in features for outbound management. With the Noble Outbound WFM product, we deliver tools specifically designed for outbound and blended campaigns and workforces. We believe that our unique approach differentiates the Noble WFM solution from the competition. As with all of our products, Noble WFM is completely integrated into our Noble Solution contact center technology suite, offering a unified, single-source platform for total contact center management. WFM technologies can help contact centers quickly reduce staff costs by 20% or more and achieve a return on investment within a matter of months. By unleashing WFM for both outbound and inbound services, we believe our clients will see dramatic improvements in their abilities to forecast activity, manage staffing levels, and monitor performance, for all types of contact center organizations.”

Noble Systems will be demonstrating Noble Outbound WFM at its upcoming users group conference in Atlanta, May 12 – 14, 2009.

### **About Noble Systems**

Noble Systems Corporation (NSC) is a global leader in contact center technology solutions, providing innovative products since 1989. Every day, millions of customer contacts are made by agents at 2,000+ client installations worldwide using the award-winning Noble platform for inbound/outbound/blended communications. The scalable, integrated Noble Solution includes advanced ACD and predictive dialing; unified contact processing; and integrated IVR, recording, messaging, quality/monitoring systems, scripting, and real-time reporting and management tools. Based in Atlanta, GA, Noble Systems was the first vendor to offer an open, scalable, fully-distributed platform. For more information, contact Lee Allum at 1.888.8NOBLE8 or visit [www.noblesys.com](http://www.noblesys.com).

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