Unifying the Agent Desktop with Noble® Composer *Mimic*

.:. NOBLE SYSTEMS

The State of the Agent Desktop

In today's busy call center environments, agents have access to a multitude of resources and applications. With the goal of providing better customer service, companies have given agents more and more tools to use when interacting with customers, hoping to increase efficiency and improve customer satisfaction. The result is that agents have often become overloaded with data, and may become less productive as they try to navigate through the mass of customer information and disparate software applications.

Noble Systems introduces **Noble™ Mimic** from *Noble™ Composer* – a new solution for contact centers that unifies the agent desktop, cutting through the clutter to provide a streamlined interface to the mission-critical tools and resources which your agents need to work more effectively. **Noble Mimic** allows agents to be more productive by putting the applications, information, and workflow they need at their fingertips in a single point of access, organizing the chaos and empowering your agents with the right information at the right time.

With the robust Noble™ Solution, you have a robust suite of management tools to provide an "out of the box" turnkey software system. Our integrated platform was purposely designed to manage the agent environment and to manage workflow within the contact center.

The Information Challenge

The demands of the current business environment and customer expectations make it crucial for your agents to have an expanded toolset for easy access to information. Agents may be required to use a complex combination of business applications and resources to do their jobs (CRM Systems, Collection Package, Skip Trace Tools, Payment Processing, Additional Backend Applications, Knowledgebases, Scripts, Websites, and more).

With multiple log-ins and different processes for each individual application, navigational difficulties, copying-and-pasting or duplicate data entry, and searching through multiple systems with differing data, it becomes easy to see how agents can feel overwhelmed. Add the use of emails, webchat sessions and voicemails into the mix, and the desktop becomes a puzzle for the agent to put together, rather than a seamless path that guides them through their tasks.

Current Desktop Challenges:

> Numerous Applications & Functions

> Multi-channel Communications: Emails, Webchats, Voicemails

> Manual Processes

> Lengthy & Expensive Training Cycles

> High Agent Turnover

Current Agent Pain:

> Bulky Workflows with Multiple Log-ins & Separate Processes

> Duplicate Data Entry or Manual Cut & Paste of Information

> Challenges with Uniformity for Compliance

> Longer Hold Times & Increased 'Dead Air' Time for Customers

> Increased Distractions & Decreased Focus on Customer

> Multiple Log-ins and Separate Processes

> Missed Cross-sell or Settlement Opportunities

> Reduced First Call Resolution

> Increased Response Times

" Like a *'Universal Remote'* for the Agent Desktop, **Noble® Mimic** gets rid of *multiple controls* for our individual components & *consolidates* them into a ***single, multi-functional tool*** to help our agents work more efficiently. "

The New Desktop Solution

Noble Composer represents the newest generation of contact center desktops, using state-of-the-art technology to provide an integrated and intuitive view of the customer and to streamline agent processes. By highlighting flexibility, speed, and ease-of-use, the new enterprise desktop is focused on making users more productive and delivering a more efficient, more satisfactory experience for the customer – each and every time.

Using the power of **Noble Mimic**, you can create a single point of access to your entire library of businesses applications. Our Unified Desktop tools help you consolidate data from multiple sources – including optional 3270/5250/VT100 emulation, custom dlls and executables, OCX and .Net development environments, & more – into a common agent interface.

You can easily wrap legacy applications and existing business processes into the new desktop, without requiring lengthy and expensive data manipulation projects. And, you can add new applications and processes to keep your business at the leading edge of technology. Our intuitive design tools make it easy to create an agent desktop that allows your agents to quickly get the information they need to resolve customer issues.

Noble Composer with Mimic allows you to build custom scripts,

emulate mainframes, or integrate third-party applications

for complete desktop unification,

resulting in *reduced training time* & *improved agent productivity.*

The New Agent Desktop

> Simplifies Organizational Challenges

> Integrates Applications Easily

> Automates Processes & Compliance

> Enhances Existing Applications with New GUI &
  More Functionality

> Builds New Applications Quickly without Complex
  IT Involvement

> Reduces Agent Training & Certification Process

> Utilizes the Desktop to Control Security

The Benefits of the Unified Agent Desktop

> Increases Agent Efficiency by Simplifying Process

> Creates a Single Log-in & Access Point for Multiple Applications

> Provides Easy Navigation to Tools & DataSources

> Facilitates Exchange of Data Between Databases & Programs

> Consolidates Customer Data from Multiple Sources into a Single View

> Merges Voicemail, Email, & Web for Faster Responses

> Improves Compliance Management

> Reduces Training Time & Efforts

How Noble® Mimic Gets It Done

Noble® Composer and **Mimic** help you create a unified desktop to consolidate data from multiple sources into a single agent interface, making it easier for your agents to be more productive. Our open design gives you the flexibility to mix and match a variety of integration tools – including optional 3270/5250/VT100 emulation, custom dlls and executables, OCX and .Net development environments, & more – to build virtually any external package into your agent desktop.

In addition to a unified agent desktop that simplifies the agent process, Noble gives you the added advantage of our powerful workflow management for your contact center. Noble Systems has been providing workflow management solutions for the call center for more than 20 years. **Mimic** desktop emulation with *Noble Composer* gives you the advantages of integration with your legacy applications, plus the power of our full communication suite, including built-in dialing, inbound switch integration, voice logging, screen capture, outbound messaging, digital recording, IVR routing, agent monitoring, and more.

The Noble database Hub anchors the system across agent functions and activities to create a single, integrated platform to manage all of your contact center activities, from scripting and routing rules, to list management and campaign assignments, to quality assurance and reporting. For your agents, Noble delivers simplified processes, workflow automation, scripts, and a complete set of tools for communicating with customers. For your managers and supervisors, Noble delivers a Management Suite with dashboards, control panels, and alerts, plus a report library that helps you manage your business more effectively.

The Noble Solution gives you the power of Noble's

high-performance predictive dialing & switch integration,

plus...workflow management, real-time reporting,

quality assurance & more.

The Noble® Solution for Agent Desktop Unification

Noble® Composer with **Mimic** gives you the best of both worlds for agent desktop unification: an IT partner to integrate your desktop environment and a contact center technology partner that understands your business. Our robust suite of management tools to provide a "out of the box" turn key software solution designed specifically for contact centers, with the power of the leading predictive dialing engine and sophisticated inbound blending to manage all of your customer communications.

With more than 20 years of experience in the contact center industry, Noble Systems gives you our high-performance contact center management tools and then reduces average call handling time by integrating your legacy systems into the *Composer* workflow.

If your goal is to unify your agent desktop from a disjointed puzzle into a single portal for all of their activities, then **Noble Composer** with **Mimic** is the right solution.

It does more. It does it better. And it does it for less.

> **With Noble Mimic's user-friendly tools, the *Noble Composer* platform supports the new enterprise agent desktop to improve performance.**
>
> 1. Integration of Separate Applications Quickly :
>   merge data, regardless of type
>
> 2. Automation of Processes with Ease :
>   eliminate complex coding
>
> 3. Expansion of Your Existing Applications :
>   make your current toolsets more productive
>
> 4. Creation of New Applications or Desktops :
>   add new systems easily for future growth
>
> 5. Unification of the Agent Environment :
>   build a single, integrated platform for customer communications

" With **Noble Mimic**, we can *merge multiple datapoints* **&** create the *agent workflow* to give our agents faster access to the **right information**, easier system *navigation* **&** *streamlined* processes. "

Get to Know Noble Systems

Noble Systems is a world leader in customer contact technology, pioneering innovative solutions to manage customer communications. For more than 20 years, our team of experienced industry professionals has been delivering solutions that improve performance, increase productivity, and reduce costs.

Noble Systems provides the world's best "total solution" value in call center software, computer telephony, and customer contact technology. Our integrated solution includes predictive dialing and ACD for blended inbound and outbound contacts, plus IVR, call recording, email, monitoring, and reporting in a single, unified platform. We support single-sites, multi-center networks, remote and work-from-home agents, and more, with a variety of flexible deployment configurations.

Contact us to learn more about integrated contact center technology solutions from Noble Systems®, including successful client applications of the *Noble® Solution* suite.

Visit us on the web: www.noblesys.com
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