

CUSTOMER CONTACT TECHNOLOGIES



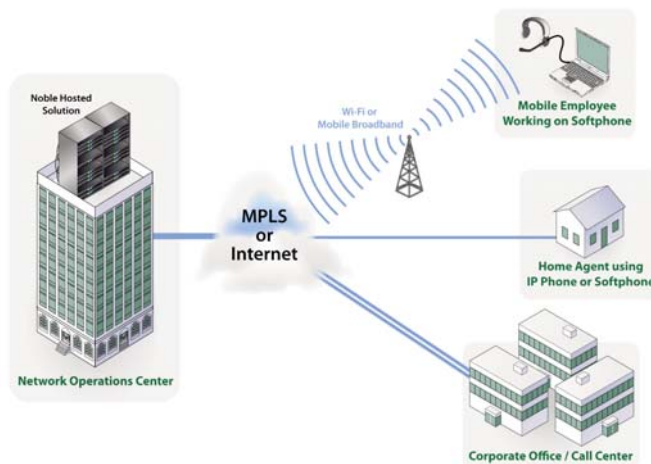
Noble[®] Enterprise Hosted

A CaaS Solution

 NOBLE SYSTEMS

Noble Enterprise Hosted

Noble® Enterprise Hosted 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.



Award-Winning Platform

Noble Systems has been providing innovative solutions since 1989, and was the first vendor to offer an open, scalable, fully-distributed environment. 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.

The **Noble Enterprise Hosted** solution is built on Noble's award-winning **SIPhony** platform. With its server-based design, SIPhony eliminates 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 – in a single location, multiple centers, or work-from-home setups.



Features

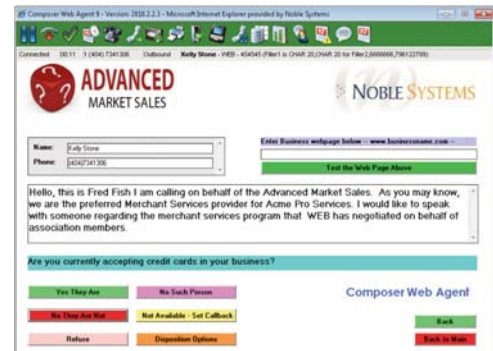
While many vendors offer limited functionality in their CaaS products, **Noble Enterprise Hosted** is a complete contact center solution. You get all of the power and performance of our award-winning **Noble® Enterprise Solution** in a unified platform, with an integrated management console for a single-point of entry to advanced features and management tools. **Noble Enterprise Hosted** 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, CRM/collection software integration, workforce management (WFM), legislative compliance, results reporting, and more.

Agent Interface

Noble® Composer is a desktop solution 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. Composer's ability to merge multiple applications and technologies into a single, unified workspace that simplifies processes and is easier to learn, giving agents instant access to the applications, information, and workflow they need in a single point of access, with right information at the right time, resulting in increased productivity and an improved customer experience.

With a variety of **Agent Desktop solutions** to meet your program needs, Noble's flexible scripting and desktop options give you the ability to customize the solution and the desktop environment to fit into your existing business processes and to design each campaign separately, to meet individual campaign requirements and goals. Designed using the Microsoft Windows .NET framework to ensure unmatched flexibility, the **Composer Web Agent** supports all major browsers and operating systems.

- > Graphical Desktop Design Toolset : point-and-click, mouse-driven tools for building screens
- > Embed Database Data in Scripts : data exchange from third-party applications to the Noble Agent Desktop
- > Multi-level Logical Script Branching
- > Personal Contact Manager Grid for Account Ownership
- > Conferencing, Call Transfers, & Inbound Call Holding
- > On-line Help Windows, Built-in Math Functions, & Data Validation by Campaign
- > Customizable Fields : screen pops, text boxes, radio buttons, check boxes, & list views
- > Select Colors, Graphics, and Messages by Campaign
- > Graphical Database & Look-up Table Creator
- > Data Import Utility to Load Campaign Database & Data Export Utility for Output by Campaign
- > Cut/Copy/Paste Clipboard Option
- > On-the-Fly Script & Workflow Adjustments
- > Built-in Script Testing Tools & Agent Simulation/Training
- > Scheduling & Appointment Setting, Payment Processing, Call Recording, & Application Launch Options by Script
- > Real-time Statistical Feedback to Agents via the Desktop Televiewer & Agent/Manager Chat



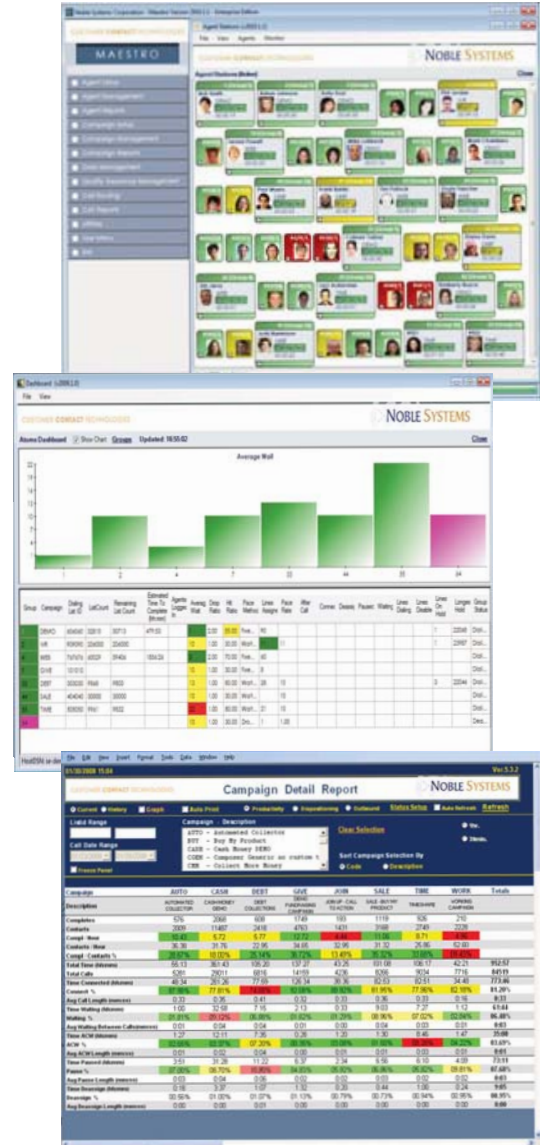
Manager Interface

Noble® Maestro is an intuitive management portal for directing and monitoring your inbound and outbound contacts. Maestro offers easy-to-use wizards for common tasks and helps managers setup new programs, direct calls, monitor productivity, and conduct training. Supervisors can manage groups, phone lines, list assignments and agent stations, as well as monitor organizational performance and view real-time statistics for list and calling results, dialing efficiencies, drop ratios, phone line histories, and more with ease to increase center productivity.

- > Easy-to-Use Administration Wizards for Common Tasks : agent & campaign setup, monitoring, dialing filters, manager access, pause types, call transfers, & voice messages
- > On-screen Real-time Management Views : see agent & group statistics, line status, call pacing, & dashboard
- > Agent & Group Management : assign agents, stations, groups, pacing modes, lines, view activities, & more
- > Campaign Management : assign campaigns, manage campaign settings, monitor performance, & view results
- > List Builder & List Assign : call list management to build, filter, assign lists, & manage Do Not Call lists
- > Station and/or Line Monitoring : side-by-side & remote; listen, coach & barge modes
- > Call Routing Management : control routing & call workflows, assigned skills-based routing rules, and manage call transfers, line settings, & audio

Maestro's **Reporting features** delivers a complete package of real-time, online tools for managing programs and reporting on activities and results, allowing centers to direct call activities and meet business objectives. You can analyze your programs and identify trends, successes or bottlenecks based on criteria such as agent status, statistics, and campaign summary data. A library of standard reports is available on agents, inbound and outbound programs, call history and callbacks, campaigns, IVR, recordings, and lists. Or, build custom reports with our query-by-example tools.

- > Easy Navigation & Short Learning Curve : point and click access to administration features, on-line management tools, reports, & system maintenance functions
- > Comprehensive Library of Standard Reports
- > Custom Queries for On-Demand Reporting : any field within the database can be queried for custom reporting
- > On-line Statistics for At-a-Glance Management : results by agent, group, list, or campaign
- > Real-Time Exception Reporting : automated alerts based on user-defined settings with desktop & email notification
- > Data Sharing : export data in a variety of ODBC formats (Access, Excel, Crystal, etc) for use with other systems



Data Management

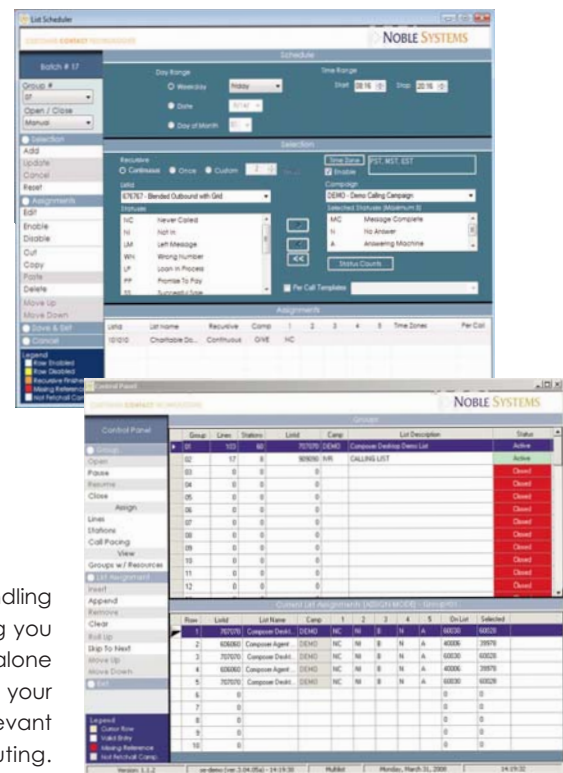
Noble's **built-in database** is designed with open standards, giving you the most flexibility for managing your lists and customer data. Our database supports up to 400 customizable fields of information per list. Noble has a full-featured data management device that allows administrators to split, sort, divide and combine lists for maximum control over records, work lists and campaigns. All call attempts and results, notes, and changes to customer records are updated in the database immediately, so your information is always current. Noble also supports integration with third-party software and databases for CRM, collections, research, and other applications.

Your data is always protected with Noble's secure environment. The Noble CaaS offering is architected using separate databases to provide data isolation for each tenant. Giving each tenant its own database makes it easy to extend the application's data model to meet tenants' individual needs. Noble's security and permissions standards, including PCI Compliance options, ensure the confidentiality of your records and programs.

Dialing

Noble's **outbound dialing solution** automates, organizes, and manages your telephone calling campaigns and resources, enabling you to build productivity and increase outbound call volume. The **Noble Predictive Dialer** is a full-featured outbound contact solution delivering call management, list control and workflow management, with an integrated robust, industrial strength Informix relational database management system (RDBMS). Our call management software also provides complete reporting, monitoring and supervision controls that help you manage your operations more effectively.

- > Variable Call Pacing : 8 user-defined methods, Predictive, Preview and Dial Now modes
- > Manage 250+ simultaneous applications
- > Auto-Scheduled List Dialing
- > Answering Machine Detect with Messaging Ability
- > Busy, Disconnect & No Answer Detect
- > Dropped Call Retrieval
- > Database Screen Pops
- > Conferencing & Call Transfers
- > Agent Call Back Scheduling
- > Account Ownership & Multiple Lines per Agent
- > Do Not Call List Management
- > Agent Hours & Payroll Tracking



Inbound

Noble's **inbound call management** provides a unified solution for handling multi-media inbound communications within a universal queue, giving you an integrated switch component with the functionality of a stand-alone PBX. Noble effectively manages inbound calls, emails and faxes into your contact center in a single resource, identifying callers, retrieving relevant data, and using customizable routing rules and skills-based routing. The system performs ring detection, checking for ANI and DNIS, to identify the number dialed and the number dialed from to route the call to the correct agent, with an appropriate screen pop. Extensive logical call control management provides flexible manual or automated switching and digital on-hold messaging, with different messages available based on DNIS or campaign. Through a combination of intelligent routing and comprehensive real-time management tools, your organization can simultaneously maximize customer service and contact center productivity.

- > Single Multi-media Queue for all Media Types : voice, email, chat and fax
- > Unlimited Number of Simultaneous Inbound Programs
- > Skills-based Routing : multiple skills & proficiency levels

- > Priority Queuing : automatic adjustments for defined service levels
- > Virtual Queue & Voicemail Support : messaging or call-back options with announced queue wait times
- > Custom On-Hold Messaging by Program
- > ANI Look-Up: blocking & priority based on number called
- > DNIS Detection : flexible group-to-group rollover & multiple message options by program
- > Database Integration with Automatic Screen Pops
- > Multi-level Call Overflow
- > Real-time Queue Supervision & Reports : contact routing and tracking, length of time in queue, longest wait

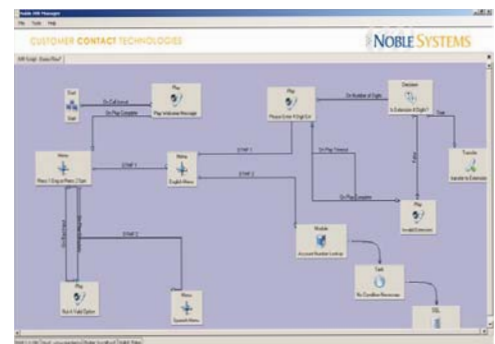
Blending

Noble's **Blended Agent** turns your agents into universal agents, increasing the efficiency of the call center and improving agent productivity. Rather than sitting idle while waiting for incoming contacts during low-volume periods, your agents can handle outbound calls or multi-channel communications. When inbound volume increases, the blended agent is automatically given priority to inbound contacts, reducing hold times and improving customer service. The system is designed to allow companies to manage true 'blended call' environments, where assigned agents may receive both inbound and outbound calls based on availability and service parameters – without requiring them to log-on or log-off of programs and without moving them from one group to another, or from outbound to inbound status and back.

IVR

The **Noble IVR (interactive voice response)** solution offers intelligent routing and automated responses to callers in order to meet customers' needs for instant information and rapid service 24 hours a day, 7 days a week. IVR technology allows contact centers to enhance interaction with customers with fewer agent resources and lower costs. Noble IVR is scalable, easy to set-up, and customizable for both inbound and outbound applications. The basic Noble IVR functionality performs touch-tone routing (phone tree routing), which can be linked to agent skill based routing, DNIS routing and call overflow routing. The expanded IVR features the ability to replay or 'speak' numbers, money amounts, dates, times etc. It can integrate with an offsite mainframe and with our payment processing option in order to provide automated billing and payment services. The intuitive IVR Manager makes it easy for managers to assemble menus and define callflows without requiring programmer intervention.

- > Easy Set-Up
- > Customizable & Scalable
- > Unlimited Number of Prompts & Messages for Campaign-Specific Routing
- > Outbound Messaging & Survey Capabilities
- > Database & Customer Account Integration
- > Text-To-Speech Ability for Personalized Services
- > Automated Payment Processing
- > Wide Array of Management Reports
- > Supports Multiple Languages
- > Award-Winning 'IVR Virtual Assistant' for Hold Queue Management & Customer Callbacks
- > Fully Expandable to Meet Your Specific IVR Program Needs



Recording

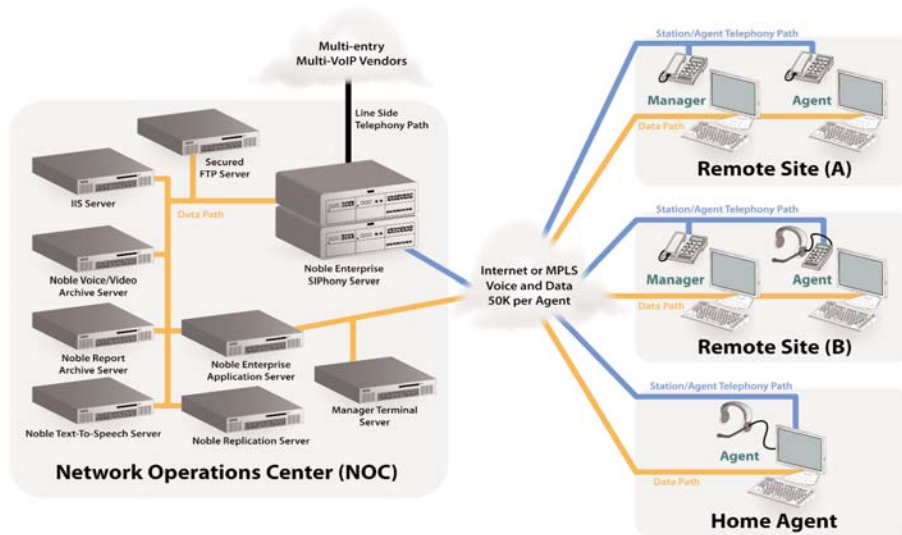
The **Noble Recorder** digital recording system captures audio and video (screens) for centers that require all or a portion of their calls to be recorded and stored. Calls can be recorded at any time during an inbound call or an outbound campaign. Noble organizes recording files for convenient storage so that you can retrieve a high-quality on-line record within seconds (and an archived record within minutes) Integrated Quality Assurance features – including Screen Capture and QA Call Scoring – help you build quality management programs. Use Recorder for agent sales verifications, removing your dependency on an outsourced third-party verification service, or give your clients their own log numbers so they can dial in and listen to their program recordings on their own.

- > Digital Storage of Call Audio for Quality Playback
- > Screen Capture to Verify Information & Improve Agent Workflows
- > Fast Forward, Rewind, & Unlimited or Defined Playback Functions
- > Instant Access & Retrieval
- > Add-On Quality Management options to review transactions for both voice & data and to rate performance with QA scoring



Deployment Model

In the [Noble Enterprise Hosted](#) 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.



Scalability

[Noble Enterprise Hosted](#) 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 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.

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.

Facility Features

- > Cummins Diesel Backup Generator
- > UPS power redundancy
- > Redundant air-conditioning systems
- > Multiple Carriers with disparate/redundant entry into datacenter
- > Multiple Voice (SIP) Gateways in order to provide rollover/failover
- > All servers equipped with Network Fault Tolerant NIC teams, redundant power and RAID arrays
- > Online backups for all equipment
- > Maximum uptime
- > PCI Compliant and SAS-70 Certified environment

Bandwidth & Ports

Noble Systems will review your specific program requirements to estimate the bandwidth required for your hosted services. General Agent voice and data requirements are 50K per user. We highly recommend a MPLS connection to help ensure voice quality and maintain PCI compliance. The following Ports will be used by Noble Hosted: 443, 5060, 4569 and RTP range 16384 – 32768.

| Product | Destination A | Destination B | Min. Bandwidth per Instance |
|---|----------------------------------|--------------------|-----------------------------|
| Composer Agent Desktop (web) | Agent PC | Application Server | 8 kbps |
| VoIP G.729 | Softphone or IP phone | SIPhony Server | 31.2 kbps |
| Composer Builder | Manager PC | Application Server | 56 kbps |
| IVR Manager/ Call Flow Builder | Manager PC | SIPhony Server | 128 kbps |
| Transfer of Voice/Video Recordings for Storage | Voice/Video Archive Server (VAS) | SIPhony Server | 1500 kbps |

Support

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, Noble Support is there when you need us. Our support engineers' primary focus is to make sure your call centers are online and your agents can do their jobs, no matter what happens.

Noble Systems offers a comprehensive support plan for all of our clients, offering our industry-leading package of support tools and services. All Noble Hosted Support clients have access to our support team and resources 24 hours a day, 7 days a week, 365 days a year.

Summary

Noble's cloud-based customer contact solutions deliver full-featured contact technologies that work the way you do, based on your business rules and environment, while lowering your overhead and expenses. With our intuitive user tools and interfaces, and rock-solid service reliability, you can deploy new campaigns quickly and create custom workflows that can help increase agent productivity, and your agents can access them around the clock, no matter where they are located. Eliminating on-site hardware installations reduces the time it takes to get your system up and running and the costs and time required to maintain equipment. Our open platform design and expertise in integrating with third-party applications allows you to connect to your existing CRM or collection databases.

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

Contact us for a **FREE Business Assessment** and to learn more about Noble's hosted solutions.

+1.404.851.1331

+1.888.866.2538

www.noblesys.com

ABOUT NOBLE SYSTEMS CORPORATION

Noble Systems Corporation is a global leader in contact center technology solutions, providing innovative products since 1989. Tens of thousands of agents at 4,000+ client installations worldwide conduct business 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 for voice, email, and web; and integrated IVR, digital recording, messaging, quality control/monitoring systems, scripting, workforce management, and real-time reporting and management tools.

Noble Systems® delivers one of the most robust reporting solutions on the market. The tools and reports contained in this document highlight only a portion of our most popular management and reporting capabilities. To learn more about our integrated reporting features, please contact your Noble Systems Sales Representative.

Call 1.888.866.2538 (404.851.1331) or visit www.noblesys.com.

Copyright © 2011 Noble Systems Corporation. All rights reserved. No part of this document may be reproduced in any form or by any means without written permission from Noble Systems Corporation. Noble Systems, Noble, Maestro, Composer, and the n-logo are registered trademarks of Noble Systems Corporation. All others are property of their respective owners. While every precaution has been taken to ensure the accuracy of the information contained in this document, Noble Systems Corporation assumes no responsibility for inadvertent errors or omissions. The information contained in this document is subject to change without notice.



To learn more, contact any of our offices:

Noble Systems North America

(Corporate Headquarters)

info@noblesys.com
1.888.866.2538 (toll-free)
1.888.8.NOBLE.8 (toll-free)
Outside the US:
+01 (1) 404.851.1331

Noble Systems Latin Americas

Brasil
info-br@noblesys.com
+55 (11) 3266 7355

Noble Systems EMEA

U.K.
info-uk@noblesys.com
+44 (0) 161 772 7100

Germany
+(49) (0) 221 5694 176

Noble Systems Australia

info-au@noblesys.com
1.800.662.537 (toll-free)
1.800.NOBLES (toll-free)
Outside Australia:
+61 (02) 8222 0500

Noble Systems India(P) Ltd.

info-in@noblesys.com
+91 11 5560 6500

www.noblesys.com