

CUSTOMER CONTACT TECHNOLOGIES



Noble® WFO Suite  
**Workforce Optimization**

∴ NOBLE SYSTEMS

# Noble® Workforce Optimization Suite

The **Noble Workforce Optimization (WFO) Suite** provides contact center management with total visibility into quality and performance. This powerful package combines our best-of-breed workforce management with Noble’s award-winning quality assurance, recording, scorecard, and speech analytics tools and business analysis to impact sales and service, customer retention, agent attrition, and productivity for agents and managers. **Noble WFO** leverages the large amount of rich data gathered in the Noble contact center solution to help you dramatically improve your abilities to forecast activity, manage staffing levels, and monitor performance.

- Noble® Workforce Management** | Robust forecasting and staffing management solution that is easy to deploy and is affordable for centers of all sizes.
- Noble® Recorder** | Integrated voice recording stores customer conversations for verification and training.
- Noble® QA** | Agent screen captures to view workflows and ensure best practice compliance and scorecards to evaluate agent performance.
- Noble® Speech Analytics** | Transaction and recording analysis to identify trends and opportunities to improve customer service and productivity.
- Noble® TOP** | In-depth profile of your current technology and operations with recommendations to help grow your business.

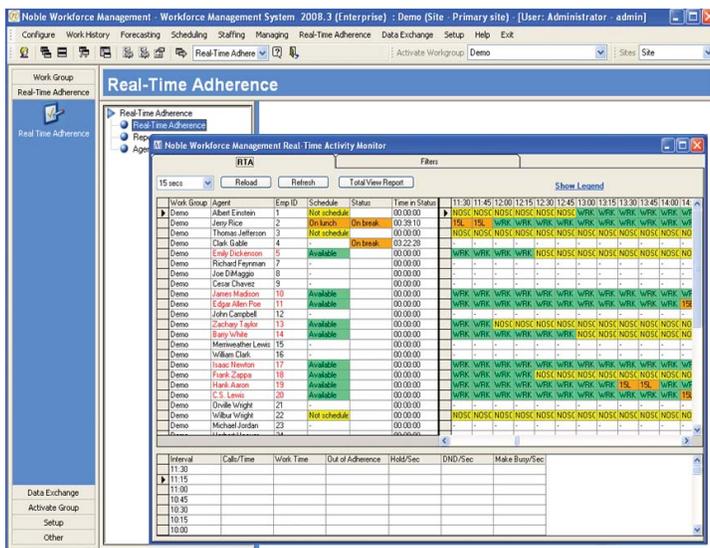


## Noble® Workforce Management

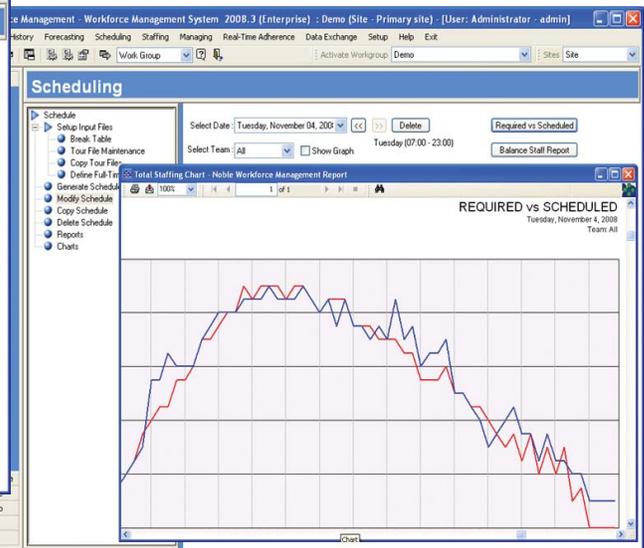
Noble Workforce Management is a powerful and complete forecasting and staffing management solution workforce management platform that is easy to deploy for centers of all sizes. Noble WFM helps contact centers automate the process of forecasting call volumes and agent scheduling for both inbound and outbound programs, ultimately improving service levels, managing budgets, and reducing costs.

Noble WFM delivers a flexible solution with dynamic features and world-class technology that automates every facet of the workforce management experience, giving centers the tools they need to succeed in an increasingly complex environment. Noble provides a comprehensive workforce management system that can accurately forecast call volumes, leverage flexible scheduling processes for both call and non-call activities for call center and back-office personnel, and produce reports that measure agent and center performance.

- > **Add instant value to your contact center:** receive better information to make faster, more informed decisions
- > **Automate the scheduling processes:** eliminate the hassle & reduce the time supervisors spend in creating forecasts & building agent schedules
- > **Build forecasts for inbound and outbound programs:** create forecasts for inbound call volumes to determine staffing requirements to meet service levels & to identify “peaks and valleys” for any time of day, as well as for outbound programs to predict agent needs based on campaign goals & calling list usage
- > **Rank agents automatically and dynamically:** use performance statistics to automatically create & update agent rankings & skill levels to help you staff the best agents at critical times
- > **Manage your entire workforce:** build forecasts & schedules cross multiple contact centers or time zones that meet your program goals and budgets
- > **Increase productivity and customer service:** put the right skills in the right channels at the right times
- > **Improve communication between agents and supervisors:** view schedules & manage requests, monitor performance, & streamline common tasks on-line
- > **Optimize your staffing resources:** leverage your workforce & improve efficiency at a fraction of the cost, while significantly building profitability
- > **Share data across your Noble platform:** maximize efficiency with seamless integration to your Noble tools for inbound/outbound campaigns, agent desktop, & management suite, for a completely unified environment
- > **Protect your IT investments:** utilize your existing infrastructure with integration to Avaya, Cisco, Nortel, Siemens, & other popular ACDs, plus compatibility with other corporate systems & software applications



Analyze adherence with agent actual versus scheduled activities.



See how changes in staffing will affect service levels.

## Noble® Recorder

**Noble Recorder** eliminates the use of cassette recorders and audio tapes. Noble Recorder organizes the files for convenient storage and gives you the ability to retrieve a digitized, high-quality online record within seconds – and archived records within minutes. Files are queried and retrieved by typing in any of the characteristics associated with the call (date, time, disposition code, agent, phone, etc). You save administrative time by simply keying in a log number for instant playback.

Calls can be recorded at any time during a campaign. The Recorder option can be configured in one of four ways: all calls can be recorded on a system-wide basis; calls can be recorded for only specific campaigns; portions of calls within a collections campaign can be recorded using the agent script to define recording rules on a screen-by-screen basis with OCX controls; or portions of calls can be recorded by allowing agents to turn recording on or off during a call. Agents can start and stop recording at any point in a call.

Integrated Quality Assurance features help you build quality management programs. Reduce your costs even further by using Recorder for sales verifications, removing your dependency on an outsourced third-party verification service. Screen capture lets you view agent workflows to ensure data accuracy and adherence to best practices and scripts.

- > **Minimize wrap time:** agents can move on to other calls immediately
- > **Improve call recording accuracy:** remove the potential for human recording errors
- > **Reduce operating expenses:** eliminate the time and administrative costs of filing and maintaining audio tapes and recorders with digital storage and online retrieval
- > **Protect your business & your transactions:** whether required by law or corporate policy, files can be reviewed instantly to verify conversations, resolve conflicts and clarify possible confusion
- > **Create quality management programs for added quality assurance:** build quality management programs by recording conversations and agent screens for use with our integrated QA solutions

The screenshot displays the Noble Recorder software interface. The main window is titled 'NOBLE SYSTEMS Toll Free Customer Service HOT-line' and shows account information for account number 798345011. A 'DRS' dialog box is open, displaying 'Recording Started'. The interface includes various buttons like 'Get Account Information', 'Terminate Call', 'Send FAX Confirmation', and 'Send Email Confirmation'. The background shows a list of call recordings with columns for Call Date, Call Time, Campaign, and List ID.

*Record conversations & screens for verification, QA & training.*

*Recordings are stored digitally for easy search & retrieval.*

## Noble® QA

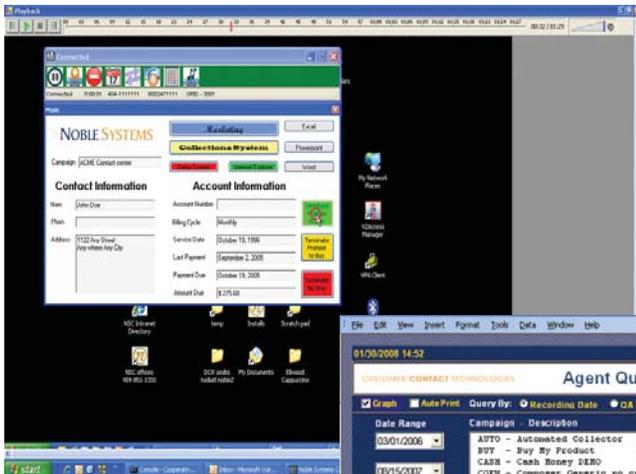
**Noble QA** improves the quality of your contact center programs with features. Our combination of recording and reporting tools with voice recordings, screen captures, and scoring features help you manage your quality assurance activities for verification, training, and quality control. With Noble QA, you can see the agent screen, verify data completeness, evaluate agent workflows, and ensure that scripts and best practices are being followed.

**Screen Capture** helps improve agent workflow by replaying an agent's steps through the desktop. Screen Capture aids desktop design by letting users evaluate workflows (including full keystrokes and mouse movements) to identify weaknesses in script design or in backoffice applications. Managers can build more effective workflows and determine training needs.

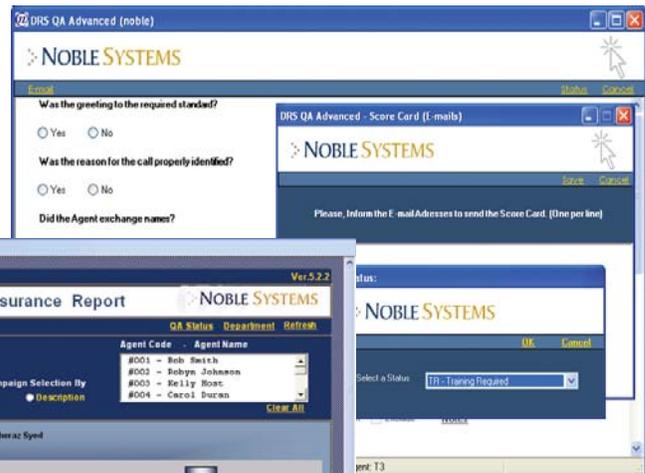
With the **Noble QA Wizard**, managers can create QA scoring cards to rate an agent's performance for quality control and training purposes. Agents or Managers assigned to the QA program review the call and follow the scorecard to answer questions about the agent's interaction with the customer. Complete reporting is automatically available for QA results.

- > **Create quality management programs for added quality assurance:** digital voice and screen capture recordings can be reviewed for verification, monitoring, and scoring
- > **Review agent audio & video for adherence with standards:** call audio and data can be captured for review to observe workflow, view data recorded during the call for completeness, and to confirm that scripts are read properly and that best practices are followed
- > **Improve workflow management:** replay an agent's steps through the desktop to evaluate workflows (including full keystrokes and mouse movements) build more effective workflows
- > **Manage agents with QA results:** create QA scoring cards for specific campaign criteria to 'grade' an agent's performance and automatic reporting of results

Capture agent screens to review workflows & use of best practices.



Use the Scorecard to rate agent performance with call audio & video.



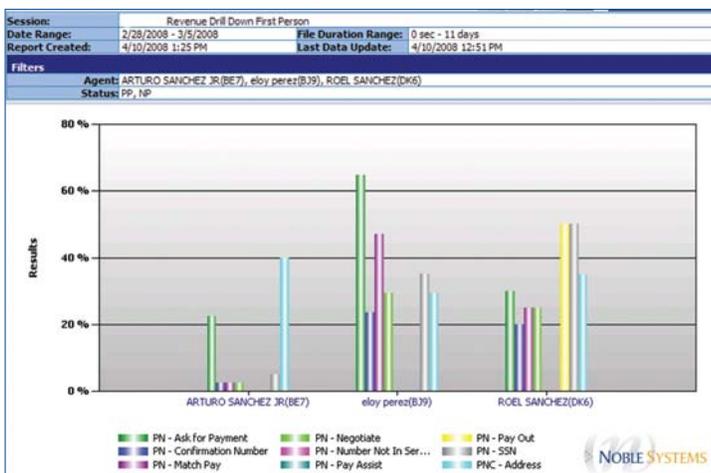
QA Reporting shows scores & results for QA reviews by agent.

## Noble® Speech Analytics

**Noble Speech Analytics** leverages large volumes of recorded conversations to gain actionable business intelligence. As part of a unified contact center platform, SA makes it possible to use the analyze call recordings to spot trends, identify underlying reasons for customer calls, improve your quality assurance programs, measure script adherence, determine training needs, and much more. A compelling solution for enterprise organizations, SA can help reduce operating expenses, improve quality, enhance the customer experience, increase revenue, and reduce corporate liability.

Noble SA allows users to search, measure and analyze the spoken words of its agents and end-customers to improve agent performance and customer experience. Search large volumes of recorded audio quickly, accurately and with contextual relevance – similar to searching in a web browser. Searches using phoneme pattern matching are executed on all words and phrases including blended words, proper names, slang, code words, nonstandard grammar patterns, and ad-hoc use of different languages. With speech intelligence, clients are able to make operational changes to improve customer satisfaction, assure compliance, and reduce operation costs.

- > **Gather customer & market intelligence from call recordings:** review recordings to gain insight into your customers and your agents to improve customer service and increase customer satisfaction
- > **Analyze conversations quickly and easily with advanced technology:** can search large volumes of recorded audio quickly, accurately, and can denote contextual and emotional relevance to measure and analyze data within days instead of months
- > **Optimize audio searches and results:** quickly and easily create ad-hoc searches of large sets of audio to find specific conversations and recordings
- > **Improve agent training and performance:** identify areas in which your agents are succeeding and where there is room for improvement
- > **Manage programs more effectively with real-time monitoring:** embed searches directly within your agent applications to execute queries in real-time, while the call is in progress to promote a faster response



Analyze agent performance against their peers.



Identify lost opportunities and methods for improving best practices.

## Noble® TOP

The Noble TOP program (Technology & Operations Profile) can help you improve performance and build your contact center business. Noble TOP is designed to help you identify new opportunities within your contact center. Our professionals will engage in a review of your daily operations to help you optimize your center performance.

Our consultant team will meet with company executives, managers, and agents to explore your processes and tools, from staffing and training to management and reporting. You will receive a final report with a Business Summary and Overall Recommendations for People, Processes, and Technology to help you identify ways to improve efficiency, so you can focus on growing your business.

- > **Analyze Your Day-to-Day Contact Center Operations to Increase Efficiencies:** identify new opportunities within your contact center with an in-depth review of your daily contact center operations to make sure you are getting the most from your technology and resource investments
- > **Identify New Opportunities and Grow Your Business:** receive a Business Summary and Overall Recommendations for People, Processes, and Technology to diagnose potential bottlenecks, outline best practices, and identify paths for improvement
- > **Choose the TOP Evaluation that Best Fits Your Needs:** choose from two levels of analysis to meet your project requirements and budget



*Noble TOP's in-depth analysis can help you improve operational performance and reduce costs.*

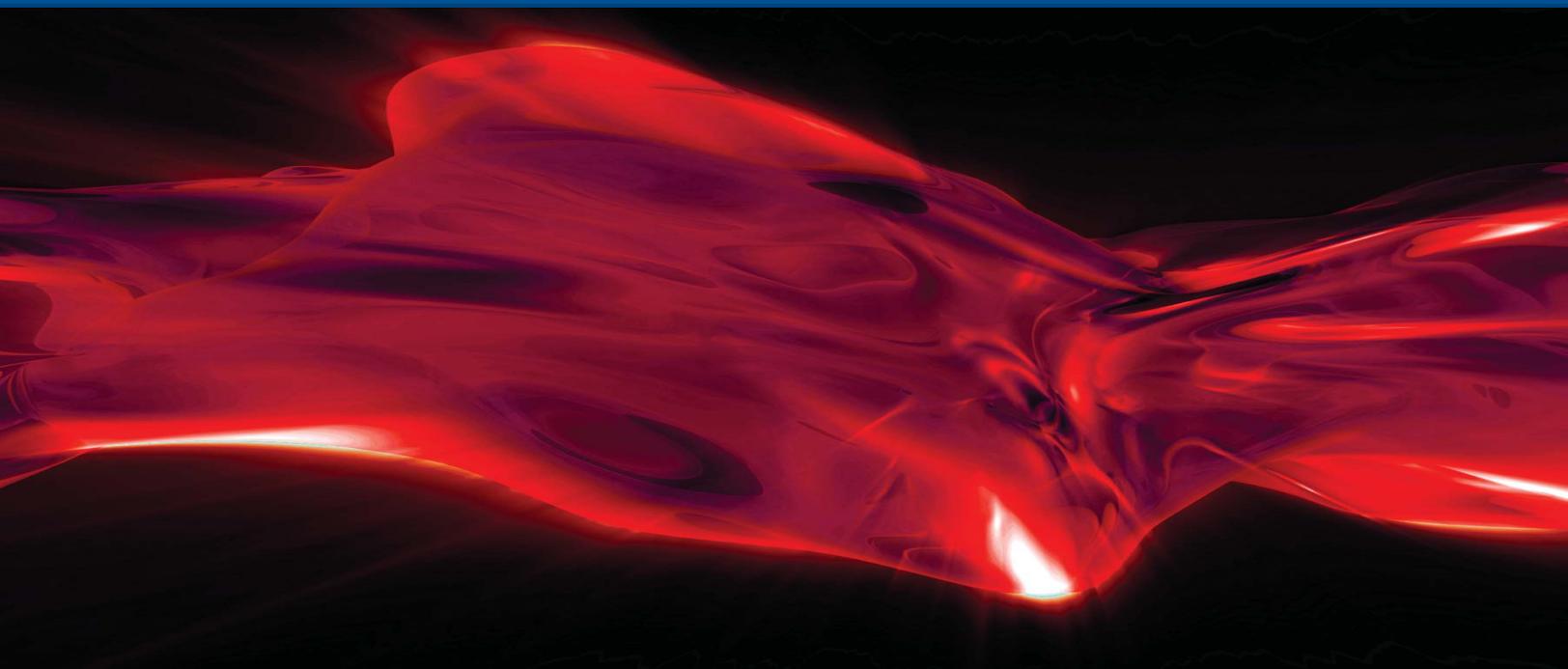
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