

ACD

Inbound Contact Management

The **Noble® ACD** provides a unified solution for managing multi-media inbound communications within a universal queue. Our ACD uses skills-based routing to effectively manage inbound calls, emails, chats, and faxes into your contact center in a single resource. 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 management tools, your organization can simultaneously maximize customer service and contact center productivity.

Maximize Agent Resources

Noble Systems turns your agents into universal agents, managing blended contacts at each station. Rather than sitting idle while waiting for incoming contacts, your agents can handle outbound communications, including voice, email, web or fax. The results? Improved agent efficiency, and increased contact center productivity.

Define Priority Queues by Program

With Noble, you can define how contacts enter the queue to help control wait times during busy periods. You can set priority queuing levels for all inbound and outbound communications channels. Using DNIS detection, contacts can be prioritized by program, according to service level goals, for speed of response.

Maintain Unified Contact Histories

Noble's built-in enterprise relational database stores all customer contact histories in a single, unified database. You can view communications and notes for all inbound and outbound contacts in one place for efficient account management.

Increase First Call Resolutions

The Noble ACD provides intelligent routing to distribute inbound contacts efficiently, reducing the number of abandoned or dropped inbound calls. Skills-based Routing and other defined parameters direct your customers to the most appropriate agent or group to handle their call. Fewer call transfers and "hold" times help you serve your customers needs on the first call.

Offer Customer Self-Service

The Noble ACD works with our built-in IVR features. You can offer callers the information they want through self-service options, reducing the need to speak to an agent. With our inbound IVR, customers can access data automatically, serving them more quickly and lowering call costs.

Reduce Operational Expenses

RightConnect™ Ring Delay reduces long distance charges from phone carriers. If no agent is immediately available, Noble can extend the number of rings before the call is put into the queue. Phone carriers do not charge until the call is answered, so you save on long distance fees.

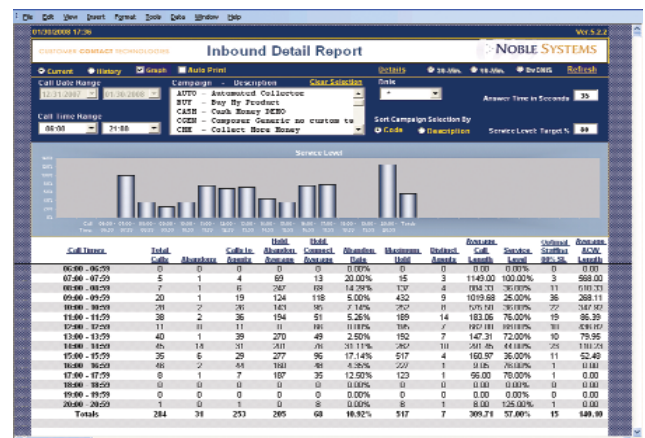
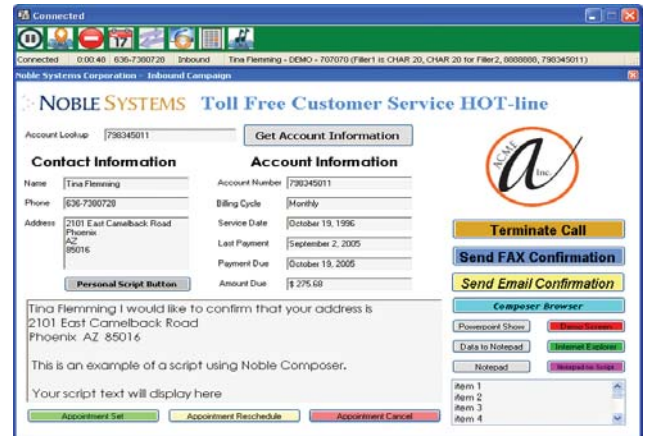
- > Unified Platform for Blended Contacts
- > Powerful ACD with flexible routing rules & Database Screen Pops to improve call handling and customer satisfaction
- > Skills-based Routing, Hold Messaging, Call Overflows, Transfers & Conferencing
- > Integrated IVR & Call Recording
- > Intuitive Management Portal & Real-time Reporting

“ If we are slow on the outbound side, we maintain our agents' productivity as they take inbound calls with blended calling. ”

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- > Single Blended, 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
- > Announced Queue Wait-times
- > Interactive Voice Response (IVR) Functionality
- > Virtual Queue & Voicemail Support: messaging or call-back options
- > Dropped Call Recapture
- > Right Connect™ Ring Delay
- > 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 (16 levels)
- > Internal and External Call Transfers
- > Conference Calls (up to three parties, plus call recording)
- > PBX Integration
- > Dynamic Program & Resource Management: move, add, or change programs or center resources 'on-the-fly'
- > Remote Admin, Supervisor, & Agent Support
- > Real-time Queue Supervision & Reports: contact routing and tracking, length of time in queue, longest wait
- > Noble GUARDIAN (automated system diagnostics)



“ We needed call blending and Noble Systems gave it to us. We get maximum agent time on the phone. ”

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 solutions include advanced ACD and predictive dialing; unified contact processing for voice, email, and web; and integrated IVR, digital recording, messaging, quality control/monitoring systems, scripting and workflow, workforce management, and real-time reporting and management tools. Call 1.888.8.NOBLE.8 or visit Noble Systems online at www.noblesys.com.

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Americas: 1.404.851.1331-1.888.866.2538
APAC (AUS): +61 (02) 8222 0500
EMEA (UK): +44 (0) 161 772 7100
LATAM (BR): +55 (11) 3266 7355

www.noblesys.com