



Noble[®] CCS

Contact Center Suite Overview

Noble® CCS : The Most Advanced Inbound/Outbound and Blended Contact Management Solution

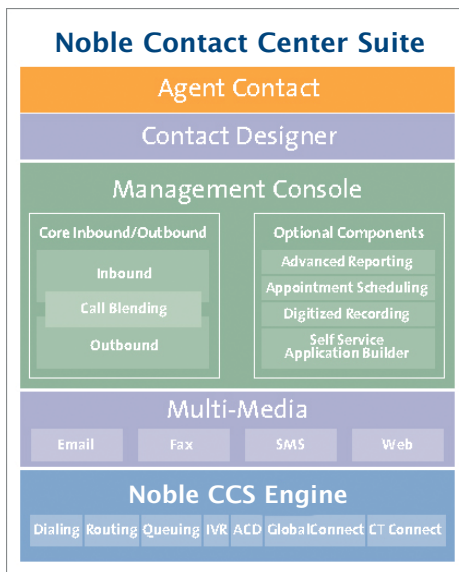
Contact centers support increasingly diverse lines of business--telesales, financial services, collections, customer care, fundraising, political campaigns, and many more. Their objectives may vary, but to compete, all contact centers need options.

Noble® Contact Center Suite (Noble CCS) provides you with all the options you need to make your contact business run smoothly. Whether you have inbound, outbound, blended or multi-media contact management needs,

Noble Systems' smart technology gives you a leg up on your competitors including:

- > The manageability and control of information to provide supervisors and managers with real-time decision support.
- > The capability to add new services such as email, inbound contact or call blending that enhance customer satisfaction.
- > The ability to enhance your customer and agent interaction.

Noble Systems offers an unparalleled combination of feature-rich, comprehensive capabilities and a low total cost of ownership. And your investment in Noble Systems ensures your ability to comply with evolving regulations and guidelines while advancing your business.



Establishing New Benchmarks for Contact Center Decision Support & Management

At its core, [Noble CCS](#) is about providing contact center managers with the necessary decision support data and tools so that they can make informed real-time decisions on how to operate their contact business and implement those decisions instantly.

Noble CCS Management Console

Through the *Noble CCS Management Console*, executives, directors and managers set contact center strategy and control inbound, outbound and blended project details. Its simple, yet sophisticated tree-view interface provides powerful reporting and statistical views as well as tools to create and adjust your projects. The Noble CCS interface requires no technical knowledge for users to launch and control inbound, outbound or blended projects, manage databases, and much more.

Import/Export. For ease of use, Noble CCS provides easy, drag-and-drop for importing and exporting of campaign data or project results.

Agent and supervisor groups. For management of inbound or outbound assignments as well as flexibility to create and maintain unlimited skill groups, Noble CCS lets supervisors create “groups” of agents and supervisors. You can then associate them with each inbound or outbound project. Further, this capability allows the contact center to be broken into smaller and more manageable units, each having their own subset of performance metrics and personnel relevant to supervisors and team leaders.

Supervisor and team leader rights assignment. Noble CCS allows you to control the types of information and actions each supervisor, team leader or other manager may access through supervisor profiles including: project creation and management, reporting, database management, etc.

Project time and day map/auto-logon. Noble CCS' project map, auto-logon and agent grouping features work together to streamline the automatic operation of the contact center. Projects start and stop automatically with agents automatically receiving calls if they are assigned to an active project. The system monitors start and stop times for all inbound projects. It accepts inbound calls and routes them to the appropriate agent group, as a PBX would. With project time and day map/auto-logon, supervisors can spend more time managing call center operations and adjusting projects and less time on administrative tasks. And after hours, when an inbound DDI is inactive, for example, Noble CCS plays the appropriate recording or the IVR option routes the call to a voice mail system.

“ We chose Noble CCS because it had the greatest level of functionality and features over rival products, at a price/performance ratio to match. Noble System is continually adapting their products to incorporate new innovations, and we are constantly impressed by the level of flexibility and support they provide resulting from their strong commitment to ongoing customer satisfaction. ”

*Club Intrawest
Travel and Resorts*

Project control. Once a project goes live, Noble CCS takes the hassle out of adjusting its course. Supervisors or team leaders, who are assigned access, can quickly change agent application scripts, call list criteria, assignments or other variables without interrupting the project. The features of the supervisor interface make the job easier:

- > Intuitive tree structure view of all projects
- > Color-coded project status indicators for information at a glance
- > Pop-up access to individual agents' real-time statistics
- > Easy access to real-time statistics for inbound or outbound projects

Inbound Project Management

Noble CCS automates the flow of incoming calls and manages the agent's inbound project assignments. The system also gives supervisors control over inbound call variables while presenting appropriate scripts and customer data to agents.

Inbound skills-based routing. For each direct dial in (DDI) number or dialed number identification service (DNIS) number, Noble CCS lets you route calls based on skill level, skill group, language, customer priority or other variables. With Noble CCS, you can better serve your best customers and reliably capture multi-cultural market potential.

Self-service application builder (IVR). Inbound skills-based routing and improved inbound customer service are driven by self-service--or interactive voice response (IVR)--technology. Noble CCS includes an easy-to-use graphical application that lets managers design and deploy self-service processes for their customers. The self-service application can interact with third-party applications and databases to simplify many processes such as information/data retrieval, data input, speech processing, etc.

Inbound Service level alerts. By audio signal, onscreen warning, e-mail message, or Web-based notification to third parties, Noble CCS alerts managers when inbound performance indicators fluctuate outside specified limits. You can more easily manage service level agreements or corporate objectives when criteria such as average wait times or number of callers in queue are measured and reported automatically.

Virtual queue. A true customer satisfaction feature, the Noble CCS virtual queue enhances the customer experience and minimizes abandoned calls. Callers in a hold queue are prompted to disconnect – without losing their place in the queue. That way, callers are freed to accomplish other tasks instead of sitting on hold waiting for the next available agent. When the original place in the hold queue arrives and the agent becomes available, Noble CCS rings the caller automatically.

“ Noble Systems really pulled out the stops to achieve the right solution for our needs. The level of support throughout this period has been faultless. The rise in overall efficiency means we can pass these benefits on to our clients and become more competitive in the marketplace.”

*Newman DCA
Debt Collection*

Outbound Campaign Management

One of the key features of Noble CCS, the predictive dialer, precisely manages outbound calling to achieve maximum productivity. Its advanced algorithms determine dialing actions and timing by continuously monitoring 20 variables. Since Noble CCS screens out and documents disconnected numbers, busy signals, and no answers; your agents spend more time selling.

Call List Builder. This tool allows you to identify the record selection criteria to build calling lists for each outbound campaign so you can create and launch new projects in just seconds. The Noble CCS Call List Builder provides a graphical wizard interface to help you build specific or multiple Boolean queries from a named database.

Regulatory compliance. Telecommunications regulations and guidelines are changing fast, but Noble gives you the flexibility and control to comply with international regulations stemming from do not call (DNC) legislation and updates to the U.S. Telemarketing Sales Rule (TSR) as well as the Telephone Preference Service (TPS) in the United Kingdom and other international regulations.

Outbound skills-based routing. Similar to the inbound capability, Noble CCS' outbound call routing feature gives priority to agents according to proficiency level or other variables. Depending on your preference for each campaign, the system routes live calls to the most skilled agent available, rather than to the next available agent.

Outbound Service level alerts. Noble CCS provides outbound service level alerts so managers are immediately notified by audio signal, on-screen warning, email, or the Web of an exception status. Noble CCS monitors more than a dozen performance indicators including; Drop rates (low and high), Average time between calls, Minimum number of records in dialing queue, Operator intercepts, Talk, No answer, Busy or detected fax machine percentages, Agent wrap-up time, Pause time or Number of call backs for the month or day, Agent wrap-up or Pause time for a call.

Other dialing modes. In addition to predictive dialing, Noble CCS provides other dialing modes, such as power, preview, manual, un-manned and verification. Each of these modes are used to achieve specific campaign objectives where predictive dialing is not the right fit, yet you want to still take advantage of all the other call center features provided by Noble Systems. And the system can simultaneously manage any combination of campaigns in various dial modes.

Call Blending

Noble CCS' powerful call blending functionality automatically switches agent assignments from outbound to inbound as inbound call volumes increase. When inbound volumes drop, agents can continue to focus on outbound activity helping you maintain agent productivity while also keeping pace with inbound corporate service levels.

“ Four years after selecting Noble Systems as its technology provider, we have grown by 400% and generates almost 100% of new business through its call center operation. The Noble CCS system has played a major role in ensuring that we are able to maximize the volume of calls that we can make with minimal downtime.”

*Black and White Mortgage
Financial Service*

Multimedia Contact

Beyond the telephone, Noble CCS incorporates multimedia contact applications so that agents and customers can communicate effectively for a variety of business needs. With integrated voice, e-mail, fax, Web, voice over IP, instant messaging (SMS) and video capabilities, Noble CCS powers top-tier multimedia customer service.

Inbound and outbound Email. Noble CCS includes inbound and outbound email capabilities. Inbound emails are handled in a similar manner to other inbound calls. Email messages are routed to assigned email agent groups for response. Agents can also send and receive emails so, for example, they can send product and customer information quickly and easily.

Advanced Contact Management Capabilities

Appointment scheduling. The Noble CCS schedule management wizard gives you all the options you need so your agents can set appointment schedules for sales teams, installers and more. Managers can also view and generate reports on the status of sales, demos or other appointments booked by your agents.

Call back scheduling. Noble CCS offers full-featured tracking and scheduling of customer callbacks, an essential feature for telesales and other Transfer, conferencing and verification. Whether your agents need to verify transactions, refer callers to certain agents, or ask supervisors questions, Noble CCS software helps with integrated, on-screen transfer and conferencing. And when transferring calls, the system transmits customer data simultaneously.

Recorded message. When playing an inbound announcement, leaving an outbound answering machine message, or conducting a message-only campaign, Noble CCS can use pre-recorded messages to meet virtually any need. Digitized recording. Noble CCS lets contact centers archive conversations automatically or on demand. Management can easily retrieve these digital recordings – in .wav or .vox formats – for quality control, agent education, verification or legal documentation.

Campaign monitoring and coaching. Because agent performance is so important, Noble CCS lets managers actively or silently monitor calls and coach agents in real-time. Supervisors using Noble CCS may listen 'live' to make quality assessments or give instructions only the agent can hear.

Remote agents. Agents with adequate bandwidth can work from remote locations. Noble CCS supports either single voice over IP (VoIP) connections or combination data and standard telephone connections.

“ We have deliberately selected technology that we knew could provide the backbone of our service. One of the largest concerns for our customers is to protect and build their brand. With the availability of Noble CCS' flexible HTML based scripting, it is simple to ensure that campaigns are run within controlled guidelines, so we can present a positive image on behalf of our clients. We expect the system to have paid for itself within the first twelve months of trading.”

*Affinity Telemarketing
Outsourced Service Agency*

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 2,000+ client installations worldwide conduct business using the award-winning Noble platforms 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 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 © 2009 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, the n-logo and Amcat 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) 2246 2740

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