

CTI BAG

PBX Integration

Noble® CTI BAG (Blended Agent Gateway) is the industry's most flexible, most customizable CTI Blending solution. CTI BAG integrates the Noble solution with your existing PBX/ACD environment for call blending, allowing agents to move dynamically between handling inbound ACD routed calls and outbound Noble dialer routed calls to maximize agent productivity.

Noble Systems offers the industry's most flexible, most customizable CTI Blending solution. *Noble CTI BAG* is the *only* CTI offering by a predictive dialer vendor to use its own software to manage blending directly on the contact center application server, rather than relying on third-party 'middleware'. This allows us to take advantage of an open architecture for compatibility with virtually any switch. The GUI interface also allows for greater control and options with unlimited blending skills, as compared to other solutions in the market which usually only use 2 or 3 parameters for agent swings. *CTI BAG* allows users to define their own custom formulas and blend calls based on any combination of service level statistics or date and time variables. This gives the call center manager full control over agent utilization, resulting in maximum agent productivity.

CTI BAG is an ideal solution for centers that have already made a large investment in a PBX/ACD product. These companies can simply add the Noble Suite for predictive dialing to their callcenter, thereby upgrading an existing inbound center to an integrated, blended solution, while utilizing the technology that is already in place.

With the *CTI BAG*, outbound predictive calls are placed and classified using Noble's dialer hardware. All agents are connected to the client's PBX/ACD so that inbound calls queue on the client's PBX/ACD as before, but the Noble Systems gateway now makes these same agents available to process outbound calls as well as inbound.

- > Use 1 pool of agents for inbound PBX & outbound dialer calls
- > Configure an unlimited number of skills & criteria for blending
- > Assign skill blending with user-specified service level thresholds
- > Create custom expressions for blending of inbound & outbound
- > Achieve Native Computer Telephony Integration (CTI) to your PBX/ACD utilizing the Noble CTI Server

Noble Systems CTI Blend Architecture - Sample

