

# Noble® CARE

## 24 | 7 Technical Support Services

Noble® Client Services

One of the most significant elements of Noble Systems' turnkey operation is our superior **Hardware & Software Support** offer. Noble understands the importance of providing an integrated source of attentive and effective support and offers full service support and maintenance options that are renewable on an annual basis. The in-house **Noble® CARE Support Team** provides expertise in the operation and troubleshooting of our products and other call center components. Clients with active support agreements have direct access to our knowledgeable technicians, with the comfort of around-the-clock availability. You can depend on **Noble CARE** for responsive client support.

### Get Reliable Answers from Our Product Experts

The *Noble CARE Support Team* is made up of Noble Systems employees, not outsourced staff. The network of Noble Technicians possesses an extensive background in Noble's products and applications within live call centers, enabling them to deliver timely resolutions to the questions and challenges of our clients.

### Receive 'Round-the-Clock' Support — 24 | 7 | 365

All Noble CARE clients have access to professional, courteous and knowledgeable service around the clock, 24 hours a day, 7 days a week, 365 days a year\*. A toll-free telephone number, email and online portal connect you directly with the Noble Support division of trained technicians and analysts. Noble also offers a detailed escalation procedure for system emergencies.

### Maximize Your Investment with On-going Client Management

Following the successful implementation of your Noble solution, your Account Manager will aid you in the transition from project management to customer support. The Account Manager serves as your Client Advocate at Noble Systems. As your business needs change, you are just a phone call away from honest, thoughtful and expert advice on getting the most out of your system and your entire call center operation.

**Noble® Support: Enterprise**

**Noble® Support: Standard**

- 24/7 Software/Hardware Support
- Toll-free Hotline
- After-hours Critical Support
- Formal Escalation Policy
- Free Software Updates & Enhancements
- Software Upgrades During Regular Business Hours
- Noble Guardian
- Remote Diagnostics
- Select Noble Users Group Membership

- Direct Access to Level 2 Support
- Dedicated Point of Contact
- Dedicated Support Contact During Implementation
- Access to Dedicated Sales Engineer Resources
- After Hours/Weekends Upgrades at No Charge
- Non-Critical Support/Maintenance 24/7/365 at No Charge
- Data Conversion for Upgrades at No Charge
- Discounts on Training

- > Around the Clock Support with 24 | 7 Toll-free Hotline Availability\*
- > Standard Escalation within Minutes – not Days or Weeks
- > Noble Guardian for Automated, Proactive Protection
- > Free Software Upgrades & Enhancements
- > Enterprise Support Option for Enhanced Services & Account Management

“The Noble product and the Noble CARE team are superior by far. Based on past experiences with other vendors, we were not used to callbacks, let alone callbacks with a resolution. We have been very pleased with our experience with Noble Systems.”

\*Noble's Standard Support Plan offers 24|7 support for emergency situations; non-critical assistance is available only during standard business hours. 24|7 support for non-critical issues is available with the Enterprise Support Plan.

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## Noble Guardian™

The *Noble Guardian* module offers the ultimate in proactive system maintenance. This automated, diagnostic program performs an extensive and detailed examination of the system's components and software on a daily basis. If a critical problem is detected, Guardian immediately notifies the Noble CARE Support Team. This pro-active process occurs without a single service call from you — and before your business is affected.

## Core Software Upgrades

Core System software upgrades for the Noble products are included at no additional charge with an active support agreement, ensuring that you always have access to our latest product features.

## Remote Administration

Noble CARE manages the majority of technical requests remotely as Noble technicians dial into your Noble server. This remote technology allows most system administration to be completed without the need to dispatch a technician to the site. Remote maintenance includes diagnostics, remote repair, upgrades, downloads and more.

## Immediate Response for On-site Services

Noble's Field Services Technicians are ready for departure to a client's site at a moment's notice. With an in-house travel manager and easy access to one of the largest airport facilities in the world, Noble Systems' technicians can be virtually anywhere in a matter of hours.

## Users Group Membership

To further aid our clients in maximizing their investment in Noble Systems, we sponsor SNUG — our Select Noble Users Group. The Group is focused on bringing our clients together for continual learning and networking opportunities within the contact center industry.

## Disaster Recovery

In the event that you require disaster recovery, Noble Systems maintains a full inventory at the corporate office to allow for immediate delivery and installation. As a value-added service of the active maintenance agreement, replacement parts are delivered and installed by Certified Noble Field Service Technicians.

## Enterprise Support Plan

The *Enterprise Support Plan* is an enhanced maintenance and support offering that goes above and beyond our standard support model to provide an extended level of service, offering: Direct Access to Level-2 Support; a Dedicated Account Manager; Dedicated Implementation Support and Sales Engineer Resources. The *Enterprise Support Plan* also includes No Charge support for After Hours/Weekends Upgrades, Non-Critical Support/Maintenance 24|7|365, and Data Conversion for Upgrades, in addition to Discounts on Training, and more.



“ The Noble CARE team is very responsive. When a technical issue arose on a Friday, a Noble field tech was there that weekend to correct the problem, even working on Sunday to get us back up and running. ”

### 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, and real-time reporting and management tools. Call 1.888.8.NOBLE.8 or visit Noble Systems online at [www.noblesystems.com](http://www.noblesystems.com).

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