

Noble® Care

Consulting | Training | Support

Noble Care® is an entire organization committed to keeping your contact center running smoothly every day. The Noble Care Team is staffed by service professionals dedicated to the successful fulfillment and maintenance of our clients' installations. Our client-centric culture offers support on all elements of your investment, from the initial pre-sales consultation to ongoing account management and customer service. With a proactive approach to ensure the successful implementation of your Noble solution, the Noble Care Team will work with you to maximize your system results.

Develop a Unique Solution Tailored for Your Environment

Client care at Noble Systems begins prior to the purchase and installation of your solution. The ability to provide high levels of customization is the Noble distinction. Designed with a modular, open architecture, Noble allows custom selection of the options that best suit your business structure, enabling us to deliver a solution tailored to the individualized needs of our clients' call centers.

Build a Tailored Database

The customized Noble relational database allows complete system integration. This OLTP (On-line Transaction Processing) application operates in real-time; data is captured and stored as events occur and reports can be generated instantaneously. Information is stored and archived and can then be distributed among any number of systems, including SQL, NT, AS/400, IBM RS600 and others, as needed. Our programming specialists can work with you to define and build a database that meets your requirements for data storage and integration.

Provide On-Going Training and Client Support

Noble Systems is committed to providing highly attentive client support. With a skilled, responsive in-house training team, full service support and maintenance options, and preventive maintenance tools, Noble is there when you need us. Our trainers will give you the information you need to get up and running quickly. Our support engineers' primary focus is to make sure your call centers can keep doing their job, no matter what happens. Finally, your Account Management professional provides an additional resource, helping you identify and take advantage of new business opportunities.

- > Tailored Solutions for Your Business
- > Project Management
- > Comprehensive Training Curriculum
- > On-going 24x7 Support
- > Toll-free Hotline
- > Contact Center Consulting

“ We have confidence in Noble Systems as our vendor because each time we asked a question of the ‘collaborative team’ it was answered immediately. It took three days for the install, and it has been up and running ever since — with no downtime. ”

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Value-Added Service Enhancements

Functional Design Specification

The Functional Design Specification is a step-by-step software proposal analysis created for review by the client. Created based on the pre-acquisition needs analysis and consultation sessions, the document contains details about your software architecture and application parameters, explanations on the integration process, and details on any required data exchange.

Project Management

Noble Systems assigns a Project Manager to each new client account. The Project Manager is charged with the responsibility of overseeing the implementation of the client's solution. This individual serves as a liaison between the client and Noble, and works with the Account Manager, key contacts at the client company and members of the Noble Care team to coordinate timely delivery, installation and training.

Quality Assurance

Noble Systems performs extensive testing prior to release of new products and system customizations. Application testing is conducted in an on-site, live call center environment. Software modifications and customizations are subjected to a four-stage certification process to guarantee quality performance as outlined in the Functional Design Specification.

Delivery and Installation

Upon finalization of the system customization requirements, most Noble installations can be completed — turnkey and fully functional — within six weeks. The Project Manager works with you to create a specific implementation plan and schedule for your company. This plan outlines the necessary steps and time required for system customizations, delivery, installation and training. All installations are conducted by Authorized Noble Systems Field Technicians. **Additional time may be required depending on project requirements.*



“ Noble Systems listened to our program goals and the obstacles we faced and was able to work with us as a team to ensure a successful beginning to our transition in contact center technology. In fact, we were able to start the calling program ahead of schedule. ”

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 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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