

CCS Communicator

The Next Step in Agent Productivity Software

Increase agent productivity, reduce transaction costs, and improve your customer's experience to increase your revenues and grow your company. Noble® CCS Communicator is what's new for agent CTI scripting software. Communicator makes agents more productive and efficient than ever before and allows them to deliver new levels of personalized service. With Noble, there are no limits – only results.

The Latest Architectural Standards

- > Employs Microsoft .NET Framework to facilitate integration and data sharing
- > Standards-based HTML smart client

The Most Advanced Agent Scripting and Script Design Tool

- > Unlimited logical branching and scripting
- > Unlimited data fields, unlimited pages
- > Facilitates mandatory data capture and validation
- > Modify scripts on-the-fly

New Agent Productivity Tools

- > Create and look up records, add new and alternate numbers
- > Perform manual dials based on search results
- > Perform record look-ups, and edit or re-disposition records
- > Schedule and manage their own calls backs
- > Transfer and conference calls with other agents or with other parties, applications or IVR
- > View a history of all interactions for a record
- > View their own call history ... and more...

Print On-Demand

Noble agents can now print automatically at the time of the call disposition or select from a variety of templates and print at any time during the customer interaction. Script designers can configure as many print formats as needed and push any data field in the project to the print job. Agents can print, for example:

- > Follow-up and thank-you letters with data
- > Fulfillment requests
- > Pick, pack and ship documents
- > Lead sheets... and more ...

Emails On-Demand

In a similar manner as print pages, script designers can create as many email formats as needed for a project. And, they can push data using any data field within the project to the Subject Line and Body of the email. Agents select from a number of template options, and the data is populated and sent.

With Communicator, it's easy to run multiple inbound, outbound & blended campaigns and to add up-sells & cross-sells or to make changes on-the-fly.

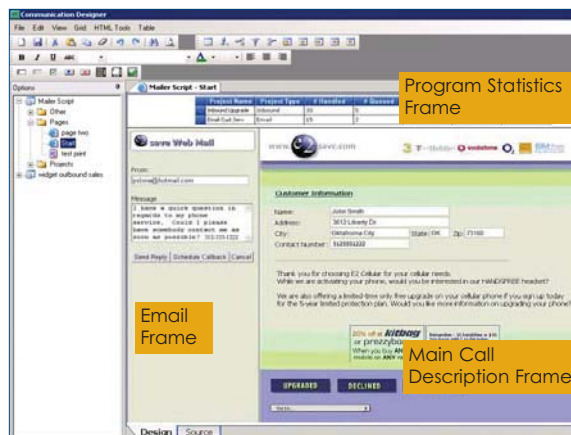
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Communication Designer

With **Communication Designer**, script designers can create or modify sophisticated agent scripts easily and quickly without IT help. They have no limits on what they can create and deploy with many tools at their finger tips including logical branching, unlimited pages and data fields and standard Windows widgets. And, designers can modify scripts on-the-fly while projects are in production.

Communication Designer allows script designers to provide agents with multiple application frames. These frames allows the agent to interact with multiple applications on the same screen. It's perfect for agents who need to access Web sites or mission critical applications such as collections, back office or sales applications.



Use **Communication Designer** to build sophisticated desktops...



...which your agents can use to improve productivity & service.

Noble Communicator & Communication Designer
 were named "Product of the Year 2006"
 by *Customer Interaction Solutions* magazine.



ABOUT NOBLE SYSTEMS CORPORATION

Noble Systems Corporation is a global leader in contact center technology solutions, providing innovative products since 1989. Every day, millions of customer contacts are made by agents at 2,000+ client installations worldwide 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 1.888.8NOBLE8 or visit Noble Systems online at www.noblesys.com.

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