

Composer

Custom Agent Desktop Design

Noble® Composer takes agent desktop design to the next level, making it easier than ever for contact center managers to build sophisticated agent screens and to unify the agent desktop environment. **Composer** gives users the versatility and accessibility of a desktop design kit with graphical layout tools. In addition to the Noble scripting features, **Composer** supports a variety of desktop and development environments, allowing agents to reach multiple datapoints in a single user interface. And, **Composer** is easy to learn for both managers and agents, so your team members can get to work quickly, with minimal product training.

Enhance Customer Interactions

Communicate with your customers faster, and provide them with personalized service for one-to-one marketing strategies. A variety of options – such as payment processing, appointment setting, call transfers, soft phone features, IVR menus, personalized messaging, software integration, and more – help enrich the customers' experience.

Create New Scripts & Campaigns with Customized Features

Develop sophisticated applications, screens, and scripts as needed with our intuitive desktop design tools. Our point-and-click environment helps you build customized workflows without advanced programming knowledge or expensive technical assistance. WYSIWYG features allow you to view and simulate a script as you build it.

Enjoy Easy-to-Use Functionality for Managers & Agents

Take advantage of Noble's graphical, point-and-click toolbars and windows for creating customized agent desktops. Managers can create advanced applications quickly with our intuitive design toolkit. Agents navigate easily through scripts with built-in help tables, math formulas, required fields, comments sections, screen pops, etc., putting all of the tools they need to work efficiently at their fingertips.

Unify the Agent Desktop to Save Time & Reduce Costs

Give your agents access to multiple datapoints with our emulation and integration tools. You can create a single interface to integrate external applications, including optional 3270/5250/VT100 emulation, custom dlls, executables, OCX, ActiveX, .Net development environments, & more. Agents can launch webpages, receive screen pops from databases, automatically transfer to other applications, and have the look and feel of familiar systems. With a reduced learning curve and the ability to work more efficiently, agents can increase productivity.

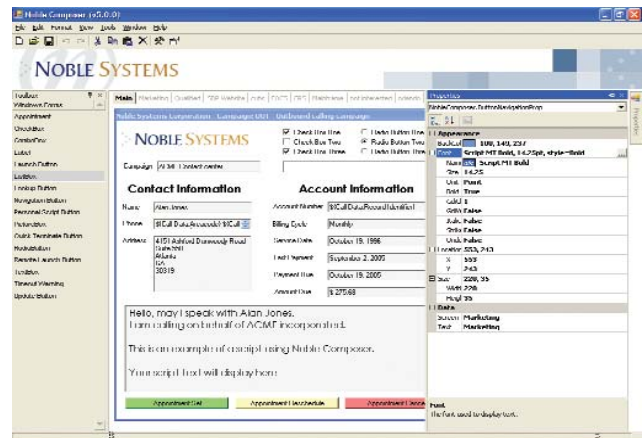
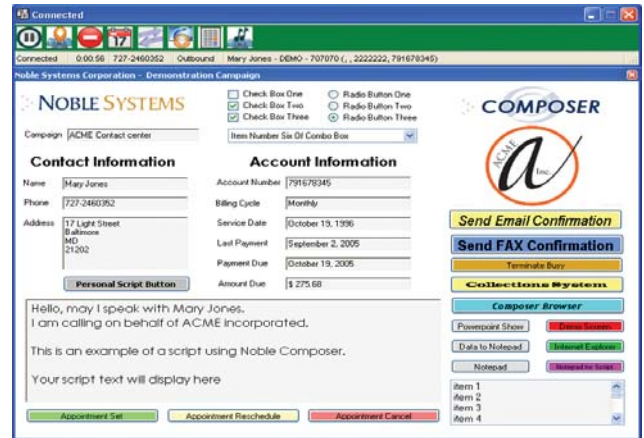
- > Custom script & workflow designer to help your agents work more efficiently
- > Intuitive Desktop Builder tools offer ease-of-use to build new scripts quickly & easily, without the need for advanced programming
- > Flexible Agent Desktop screens allow you to give agents access to tools by campaign for point-and-click navigation
- > Database integration pushes customer information to the agent desktop for faster customer service

“ With Composer, we have converted our screen to resemble those we used under our previous software, and have found it very much to our liking. Our agents learned the system quickly. ”

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- > Graphical Desktop Design Toolset : point-and-click, mouse-driven tools for building screens
- > Unified Agent Desktops : emulation and integration with 3270/5250/VT100 (optional), custom dlls, executables, OCX, ActiveX, .Net development, webpages, and more
- > Embed Database Data in Scripts : data exchange from third-party applications to the Noble agent desktop
- > Multi-level Logical Script Branching
- > Personal Contact Manager Grid for Agent Account Management
- > Conferencing, Internal/External Call Transfers, & Inbound Call Holding
- > On-line Help Windows, Built-in Math Functions, & Data Validation by Campaign
- > Customizable Fields : screen pops, text boxes, radio buttons, check boxes, & list views
- > Select Colors, Graphics, and Messages by Campaign
- > Graphical Database & Look-up Table Creator
- > Data Import Utility to Load Campaign Database & Data Export Utility for Output by Campaign
- > Cut/Copy/Paste Clipboard Option
- > On-the-Fly Script & Workflow Adjustments
- > Built-in Script Testing Tools & Agent Simulation/Training
- > Scheduling & Appointment Setting, Payment Processing, Call Recording, & Application Launch Options by Script
- > Real-time Statistical Feedback to Agents via the Desktop Televiwer and Agent/Manager Chat
- > Integrates with our Messaging, IVR, Text to Speech, Personal Script™, and Management & Reporting Tools



“ Noble allows us to integrate directly with our CRM system. Agents receive basic information for cold calls, and detailed records for customers. Our agents have all the information they need on their desktops to work more effectively. ”

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 workflow, workforce management, 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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