

# Composer DCMS

## Debtor Contact Management System

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

### Enhance Customer & Debtor Interaction

Communicate with your customers and debtors faster, and provide them with personalized service for one-to-one marketing strategies. *Account Ownership* allows your collectors to manage debtor accounts with an on-screen *Contact Manager* to help build relationships and work more efficiently. A variety of options – such as payment processing, appointment setting, call transfers, on-screen dialing 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 & Collectors

Take advantage of Noble's graphical, point-and-click toolbars and windows for creating customized collector desktops. Managers can create advanced applications quickly with our intuitive design toolkit. Collectors 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 Collector Desktop to Save Time & Reduce Costs

Give your collectors access to multiple datapoints – including collections software, customer databases, and more – 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. Collectors 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, collectors can increase productivity.

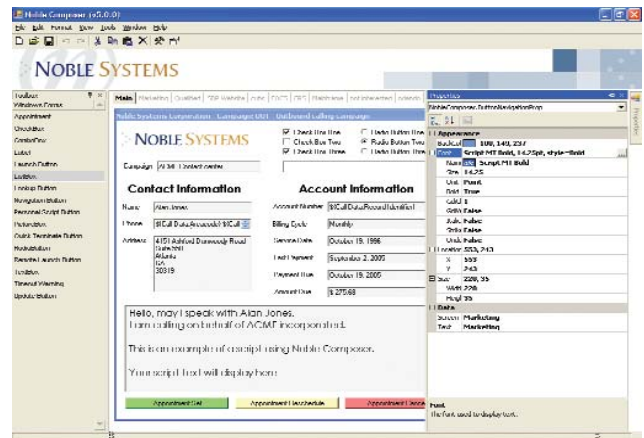
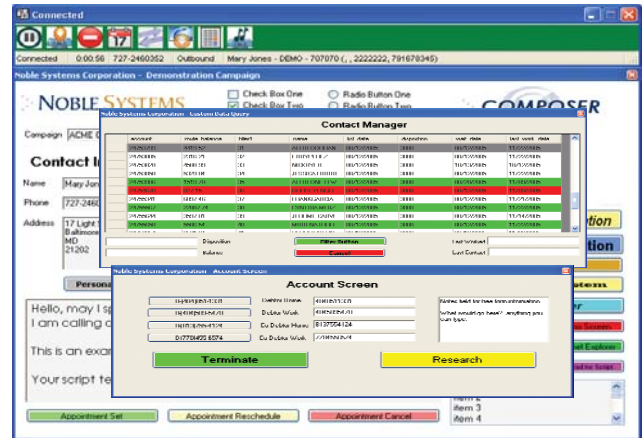
- > Custom script & workflow designer to help your collectors work more efficiently
- > Intuitive Desktop Builder tools offer ease-of-use to build new scripts quickly & easily, without the need for advanced programming
- > Flexible Collector Desktop screens allow you to give collectors access to tools by campaign for point-and-click navigation
- > Account Ownership and Contact Manager allow collectors to manage accounts and build relationships

**“ With Composer DCMS, our agents have access to 'owned' Account information and can review details before they make a call. Our agents learned the system quickly and enjoy using the Contact Manager. ”**

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- > Graphical Desktop Design Toolset : point-and-click, mouse-driven tools for building screens
- > Unified Collector 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 collector desktop
- > Multi-level Logical Script Branching
- > Personal Contact Manager Grid for Collector Account Ownership
- > 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 Collectors via the Desktop Televiewer and Collector/Manager Chat
- > Integrates with our Messaging, IVR, Text to Speech, Personal Script™, and Management & Reporting Tools



“ Noble allows us to integrate directly with our Collection 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](http://www.noblesys.com).

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Americas: 1.404.851.1331~1.888.866.2538  
APAC (AUS): +61 (02) 8222 0500  
EMEA (UK): +44 (0) 161 772 7100  
LATAM (BR): +55 (11) 3266 7355

[www.noblesys.com](http://www.noblesys.com)