

# Composer Web Agent

Unified Agent Workflows for Web-based Environments

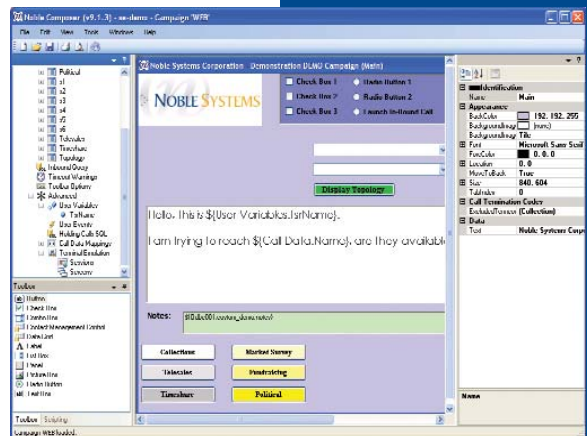
**Noble® Composer Web Agent** is a powerful agent workflow design and desktop unification tool for web-based agent environments. Designed using the Microsoft Windows .NET framework, **Composer Web Agent** offers unmatched flexibility, and delivers broad spectrum support for browsers and operating systems. **Composer Web Agent** will help you improve agent productivity, reduce training and licensing costs, increase customer service and leverage technology investments.

Noble *Composer Web Agent* uses the flexible desktop design tools introduced in the award-winning *Noble Composer* product and expands them for use in web-based desktops. *Composer's* ability to merge multiple applications and technologies into a single workspace unifies the agent environment to streamline processes. Agents have easier access to workflows, data and processes, resulting in increased productivity and an improved customer experience.

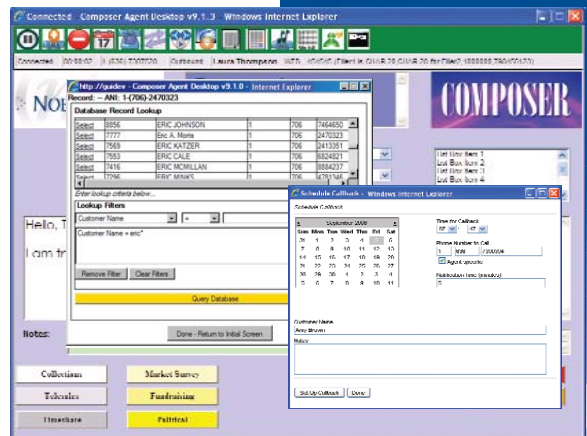
Designed using the Microsoft Windows .NET framework to ensure unmatched flexibility, *Noble Composer Web Agent* supports all major browsers and operating systems. Because it functions in a web-based environment, the program can be accessed from any location through a broad array of desktop and mobile devices, seamlessly integrating work-from-home agents and off-site personnel.

- > **Intuitive Desktop Design Tools** in a point-and-click environment that allows users to develop customized workflows without programming knowledge or expensive technical assistance
- > **Agent Desktop Unification** consolidates data from multiple sources into a single workspace & simplify workflows, building data accuracy across systems, improving customer service & reducing average call handling times (ACH)
- > **Flexible Agent Desktop Screens** that enable users to allow agent access to tools by campaign for point-and-click navigation, standardizing 'best practices' & business processes to reduce training time and improve agent productivity
- > **Support for Multiple Browsers' and Operating Systems** (including Internet Explorer, Mozilla Firefox, Google Chrome, etc; Windows, Linux & Mac OS X)
- > **Web-based Support for Noble® Mimic**, an agent desktop management portal that utilizes common interfaces for multiple data sources, workflow automation, call scripts & tools for communicating with customers
- > **Lightweight Directory Access Protocol (LDAP) Support** to avoid the confusion of multiple agent login IDs. LDAP and Microsoft Active Directory service integration allow simplified user administration including addition & deletion of users, management of user permissions & authentication
- > **Enhanced Support for the Award-winning Noble® Composer Debtor Contact Management System (DCMS)**, a customizable workspace that allows collection agents to manage accounts while moving seamlessly between predictive, preview & 'push-to-connect' dialing

> Graphical workflow design & desktop unification tool for web environments



> Build dynamic browser-based workspaces with tools (such as Record Lookback & Callback Scheduling) to improve agent efficiency



\*Custom programming may be required for full functionality on some browser platforms.