

Noble® 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 Composer's award-winning, flexible desktop design tools 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.

- **Multiple Browser Support** (Internet Explorer, Mozilla Firefox, Google Chrome, & others*) leverages your existing investments
 - **Multiple Operating System Support** (Windows, Mac OS X & Linux) for increased flexibility & reduced costs
 - **Multiple Agent Device Support** (Thin Client Desktop, Internet Appliance, Network Computer, MAC, PC & more) gives you more deployment options
 - **Easy Deployment and Maintenance** using the internet to access agent scripts
 - **Agent Desktop Unification** consolidates data from multiple sources into a single workspace
 - **Unify Applications and Information** to build data accuracy across systems, improve customer service, and reduce average call handling times (ACH)
 - **Improve Agent Productivity and Reduce Costs** by standardizing 'best practices' and business processes to reduce training time
- Graphical workflow design & desktop unification tool for web environments
 - Build dynamic browser-based workspaces with tools (such as Record Lookup & Callback Scheduling) to improve agent efficiency



Composer Web Agent is a part of the Composer agent desktop design product.
*Custom programming may be required for full functionality on some browser platforms.