

Noble® Configuration Options

Scalable Solutions for Small Business & Enterprise Organizations

The **Noble® Solution** platform is available in three configuration options: **Enterprise**, **Fortress**, and our **Small Business System (SBS)**. Noble offers a powerful contact center management solution that is built around superior customization and scalability to fulfill your organization's unique business needs. Noble Systems will work with you to select the right solution to provide the functionality you need to meet your goals and turn your contact center into a true profit center.

Each of the Noble configurations offers a full range of features including predictive dialing; ACD with IVR and intelligent routing; reporting; monitoring; campaign, script and list management tools; digital recording; email and web-enabled features; and payment processing. Additionally, each solution uses a stable operating platform and our enterprise-class database to ensure system performance and reliability. All Configurations support our advanced technologies, including:

- > Linux O/S and ATOMIX™ integrated database
- > Floating Station and external PBX support
- > Smart UPS
- > Options: Monitoring Port(s), Digital Recording, Report & Voice Archive Servers, Encryption, & more

Noble® Enterprise : A robust solution for large organizations with complex capacity needs or multi-site deployments.

- > 24 – 2,500+ Stations
- > Dual Servers (*beyond 150 – 200 seats & multiple telephony servers*)
- > IBM xSeries
- > RAID 5 Subsystem (*36 GB usable*)
- > Cabinet Available
- > VoIP Support

Noble® Fortress : Designed for small to mid-size centers with average call volume looking for a powerful solution.

- > 12 – 46 Stations
- > Single Rack Mountable Server: *integrated application & telephony server*
- > Single Drive & RAID Array Configuration
- > Mini-cabinet Available

Noble® Small Business System (SBS) : Eliminates the barriers to market entry for small or start-up centers.

- > 4 – 23 Stations
- > Single Mini Server: *integrated application & telephony server*
- > IDE Architecture

**Each Noble installation is unique, designed to meet the needs of each individual client. Actual equipment installed may vary, based on the client's requirements, as well as the best available technology for accomplishing the program goals.*

“ After choosing Noble Systems for a start-up call center, we have grown to 120 agent stations in three locations. Noble Systems' support and advantages have helped take the company to the next level. ”