

ERMS

Email Response Management System

The Noble® ERMS (Email Response Management System) product gives your customers increased flexibility in their contact choices, while giving you the tools to manage email interactions as you would any other form of communication. Our email solution integrates directly with our ACD to provide multimedia contact management from a single point, and offers workflow, quality control, and extensive reporting tools. All interactions are queued, routed and managed from an intuitive, menu-driven interface, ensuring optimum contact center efficiency and outstanding customer service.

Support Multi-Channel Communications with Workflow Management

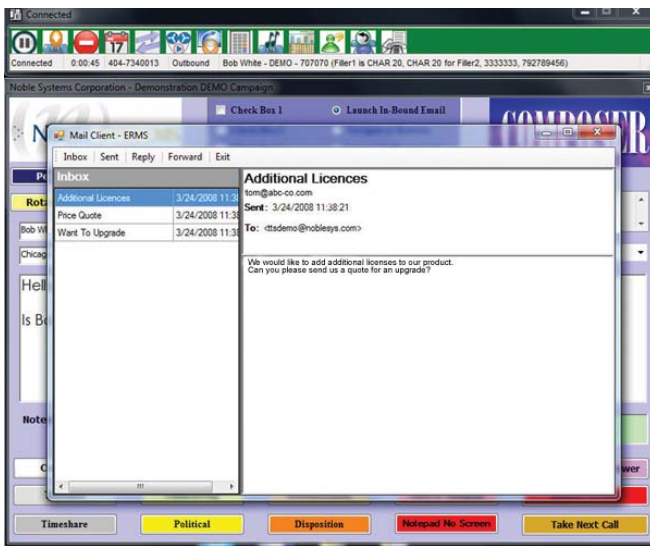
E-Service capabilities are a requirement for a complete customer communications solution. Noble ERMS provides an alternative communications channel for your customers and prospects that prefer to use email. Our *multimedia ACD* handles emails with the same efficiency that Noble provides for phone contacts. Email can be retrieved from any number of servers, anywhere in the world. Based on your defined routing rules, the 'universal queue' transfers incoming messages to agents, groups, or departments, in order to serve the customer's request.

Increase Productivity with Universal Agents

Agent groups can be designated to exclusively receive and respond to emails. Or, using our *Universal Queue* technology, groups can be blended to handle email along with inbound or outbound telephone calls. With ERMS, groups can also be designed to prioritize telephone calls over inbound emails, and vice-versa, depending on your program goals. Sorting by sender, recipient or subject; automated replies; response templates; screen pops of customer information, spell checking and automated "CC:" features help you view and respond quickly to customer requests.

View Real-Time Data & Reports

All incoming and outgoing customer emails and agent responses are stored in the central Noble Database, allowing data analysis, data mining, and reporting capabilities. Standard ERMS reports include: average time to answer email; responses by termination code; inventory of unanswered email; and number of emails handled per hour, per agent, etc.



- > Email ACD with 'Universal Queue' & Skills-Based Routing
- > Templates with Editable Content for Fast Response Times, including Auto-Replies
- > Automatic Priority Escalation: overflow, time in queue
- > Screen Pops with Customer Information, Spell Checker & Automated "CC:" Feature
- > Comprehensive Email Detail Tracking for Reporting
- > Compatibility with IMAP, POP3, MS Exchange & more
- > Customized Integration to External Databases Available

“ We are using Noble for multi-media processing of all inbound and outbound contact types, including sending emails and SMS. We are seeing great results. ”