

Noble® Harmony

Mobile Contact Center Management

Noble® Harmony is a powerful browser access tool for remote and mobile contact center management. Harmony and the Noble 'mobile' solutions are designed to untether managers and supervisors from the desks, getting them back on the call center floor, where they can manage more effectively. Harmony allows them to move around the center while still having full access to monitoring and setup tools from the **Noble Maestro** management portal. Supervisors can see what their teams are doing and view real-time activities via handheld devices and inexpensive tablets.

Manage Your Centers with Mobile Access to Real-time Statistics

Harmony allows you to see real-time information and manage programs without being tied to a desk. Whether your managers are on the floor or working from a remote site, our mobile tools help them keep on top of who is doing what, see who needs assistance, view phone lines and status, monitor agent calls, etc. – all with the ease of use and intuitive tools that are hallmarks of our *Noble Maestro* management portal.

See Your KPIs Faster with Our Customized Layouts

Harmony lets you monitor agent stations, phone lines, and lists, display a real-time dashboard, and build queries from an array of variables. With layout customization tools, managers can arrange how KPI information is displayed on the dashboard, so that they can access frequently-used screens more quickly. Managers can also set alerts to be triggered on specific activities and parameters, quickly find and analyze individual campaigns and agents, manage list assignments, and much more.

Choose the Device that Meets Your Needs, Wherever You Are

Using mobile devices, including laptops, smart phones, desktops and handheld appliances (such as the iPad or 'droid' tablets), the Harmony application puts Noble's manager portal at your fingertips, no matter where you are, to view and manage real-time contact center activities. Harmony's 'browser-agnostic' design works with virtually any major browser application (Explorer, Firefox, Chrome, etc) to connect contact center managers to their dialer/ACD platform.



- > Get the Power of Noble's Management Portal from Almost Anywhere
- > Select from Virtually Any Internet or Mobile Device with our Browser-Agnostic Tools
- > See Real-time Activities for Agents, Lines and Lists Quickly with our Customizable Layouts

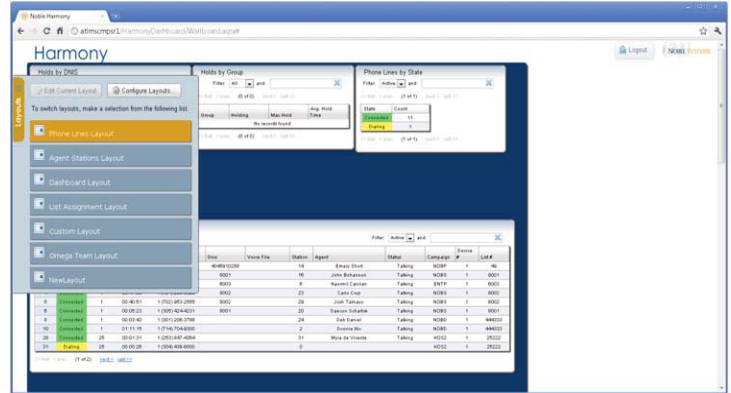


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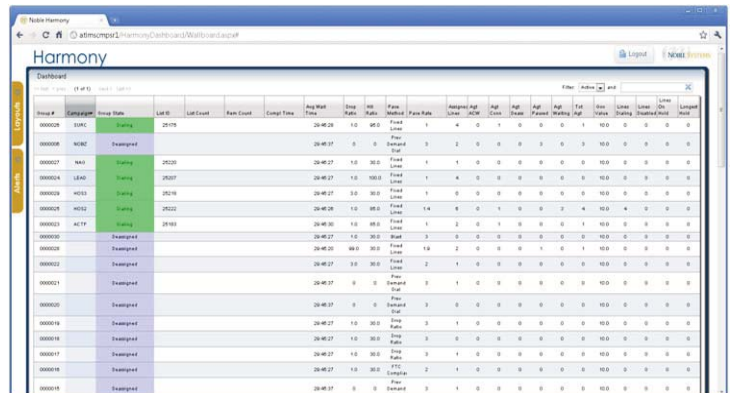
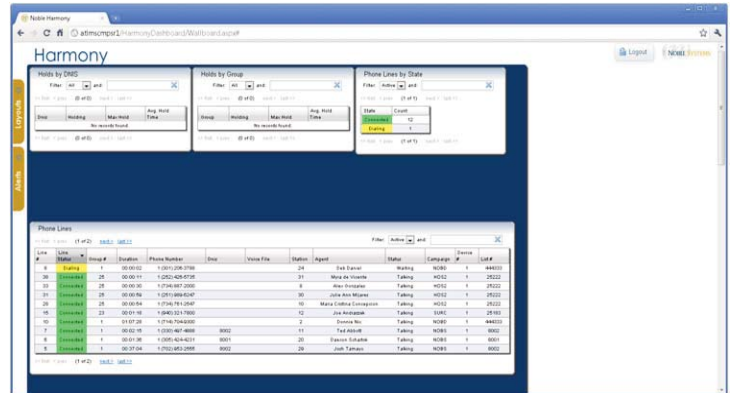
Real-time Contact Center Management

- > Agent Stations
- > Phone Line Monitoring
- > Dashboard
- > List Assignment
- > Active Inline Filtering
- > Alerting
- > Custom Layouts



Flexible Environment

- > Supports Multiple Browsers, Operating Systems & Devices*
 - Firefox, Chrome, Safari & IE
 - Linux, Android, Mac & Windows
 - Tablets, Smart Phones, Laptops & Desktops
- > Reduces Dependence on Office Infrastructure
 - Single installation (easier to upgrade)
 - Requires less bandwidth
 - Tolerates relative high latency (240ms)



*Harmony requires a customer-provided Microsoft IIS Web Server. Some environments may have limited functionality.

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.

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