

# Noble® Maestro

Real-time Management for Your Contact Center

**Noble® Maestro** is the command center for accessing the power and flexibility of the Noble Solution Suite. Maestro offers an intuitive management portal for directing and monitoring inbound and outbound multichannel contacts. The system's easy-to-use interface enables managers to efficiently oversee the setup, management, and quality of your contact center applications and resources, providing maximum connect time, optimizing every contact opportunity, and effortlessly coordinating your contact operations.

## Manage Programs using the Intuitive, Graphical Environment

Setup and manage agents and applications, access real-time reports, assign and maintain resources, and more with our graphical tools. The intuitive interface enables managers to efficiently oversee the setup and management of contact center applications. User-friendly "wizards" lead managers through common administrative tasks in step-by-step processes. Assign and view center resources, such as phone lines/channels, stations, digital recording, messaging, and routing rules. Import data and manage lists. View quality statistics and error logs. All of these functions – and more – can be managed through the powerful Maestro toolset.

## Maximize Your Resources & Efficiency

Maestro provides tools for determining maximum efficiency, cost effectiveness, and productivity. With easy-to-use Wizards for common administrative tasks, Maestro helps managers setup new programs, direct calls, monitor productivity, manage quality, and conduct training. Online views let users generate agent, group, list, and application statistics using real-time information, so that they can make informed operational decisions.

## Increase Center Productivity

Manage agents, groups, phone lines/channels, list assignments, and call routing with ease. Maestro allows managers to set-up agent groups and to ensure that each group receives calls from the appropriate list, along with the on-screen information needed to successfully complete the call. IVR, skills-based routing, digital recording, quality assurance, and system monitoring are also managed through the *Maestro* portal.

## Monitor Organizational Performance

Managers can use Maestro to provide views of real-time statistics for agents and groups, list and calling results, dialing efficiencies, drop ratios, phone line/channel histories, and more. On-screen, point-and-click tools also allow managers to select agent monitoring, listen to call recordings for QA scoring, manage data, and more.

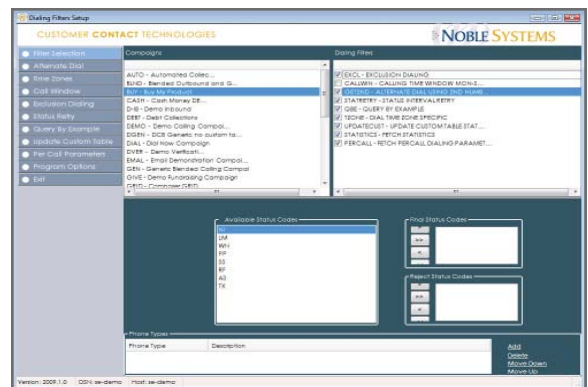
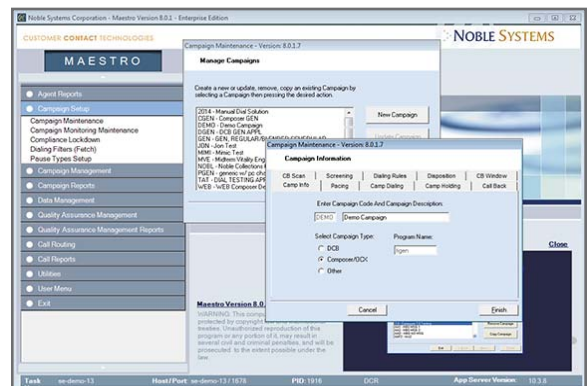
- Intuitive Portal for Real-time Control of Agents, Lists, Workflows, & Applications
- Agent & Line Monitoring from any station and Real-time Alerts
- Call Routing, Agent Setup & Assignments, Data Management, Compliance, List Building & Scheduling, all with easy-to-use Wizards for common tasks
- Integrated IVR Flows, Voice & Screen Recording, Quality Assurance, Workforce Management, Analytics, & More

" We really like Noble for managing agents and applications. It is easy to use and helps us coordinate resources and manage our team more effectively, allows us to see what is working and what is not, and gives us more controls over our programs. "

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- Accurate Forecasting : future call volume, agent requirements, average handling time, at any time interval
- Easy-to-Use Administration Wizards for Common Tasks : agent & application setup, application monitoring, dialing filters, compliance lockdown, manager access, pause types, call transfers, and voice messages
- On-screen Real-time Management Views : see agent & group statistics, line status, call pacing, and live dashboards
- Advanced Functionality : IVR, digital recording, agent monitoring, skills-based routing, multichannel programs, quality assurance, appointment setting, & more
- Agent & Group Management : assign agents, stations, groups, pacing modes, skills, lines/channels & view real-time activities and results
- Application Management : assign applications, manage application settings, monitor performance, view results
- Data Management : build custom fields and tables, import and export data via ODBC and SOAP web services
- List Builder & List Assign : call list management to build new lists, manage existing lists, create filters, assign lists to applications, & manage Do Not Call files
- IVR : setup IVR menus, administer text to speech and automated speech recognition
- Quality Assurance & Recording : manage digital call recording, create QA surveys, playback calls for scoring & evaluation, and view QA results & recording statistics
- Station and/or Line Monitoring : select from side-by-side & remote options with listen, coach & barge modes and stereo call recording of voice/data
- Call Routing Management : control routing rules and workflows for inbound, outbound, multichannel and skill queues, call transfers, line settings, & audio, and manage automated/broadcast messaging applications
- Multichannel Communications : support multiple media channels for customer contacts, including phone, email, SMS, web chat, and web-based contacts with the universal queue
- And much, much more!

\*Some features may require additional licensing or professional services.



“ The monitoring tools are excellent for quality control. Data Management makes it easier to follow-up on qualified leads. Our floor supervisors really like the agent management tools. And, we can manage DNC, abandons, and other compliance rules and still hit production goals. ”

## ABOUT NOBLE SYSTEMS CORPORATION

Noble Systems Corporation is a global leader in the customer communications industry, providing innovative solutions for Unified Communications, Business Process Management and Analytics. Tens of thousands of agents at 4,000+ client installations worldwide use Noble platforms to manage millions of customer contacts each day. Noble offers a unified suite of multi-channel inbound, outbound and blended contact processing, strategy planning, and resource management tools for companies of all sizes. Our CPE, CaaS and innovative premise/cloud hybrid platforms include ACD, predictive dialing, blended processing, recording and monitoring, IVR, messaging, interaction analytics and workforce management. Call 1.888.8.NOBLE.8 or visit [www.noblesystems.com](http://www.noblesystems.com).

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## NOBLE SYSTEMS

CUSTOMER CONTACT TECHNOLOGIES

Americas: +1 404 851 1331 - 1 888 866 2538  
 APAC (AUS): +61 2 8222 0500  
 EMEA (UK): +44 0 161 772 7100

[www.noblesystems.com](http://www.noblesystems.com)