

# Maestro Manager

## Real-time Center Management

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

### Manage Programs using the Intuitive, Graphical Environment

Setup and manage agents and campaigns, 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, stations, digital recording, messaging, and routing rules. Or, perform data imports and view error logs. All of these functions – and more – can be managed through the powerful *Noble Maestro* toolset.

### Maximize Your Resources & Efficiency

*Noble 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, and conduct training. Online views let users generate agent, group, list status, and campaign statistics using real-time information.

### Increase Center Productivity

Manage groups, phone lines, list assignments and agent stations with ease. *Noble 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 *Noble Maestro* to provide views of real-time statistics for agents and groups, list and calling results, dialing efficiencies, drop ratios, phone line 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.

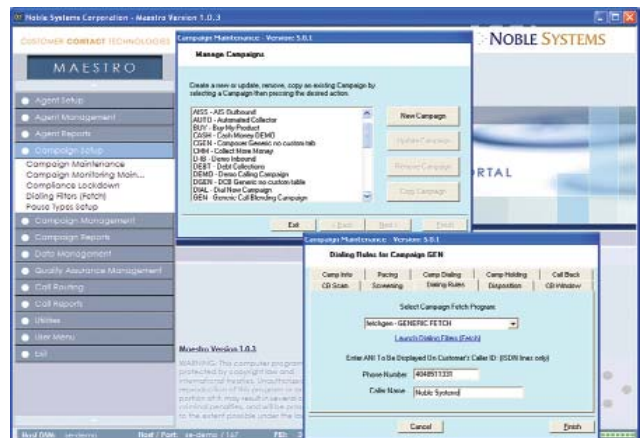
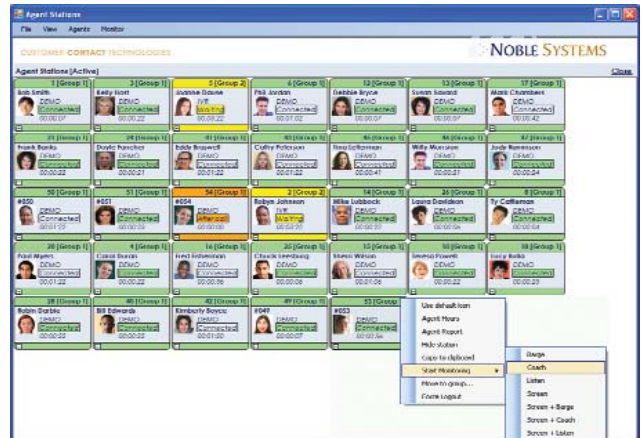
- > Intuitive Portal for Real-time Control of Agents, Lists & Campaigns
- > Agent & Line Monitoring from any station and Real-time Alerts
- > Call Routing, Agent Setup & Assign, Data Management, DNC Compliance, List Builder & Scheduling, with easy-to-use Wizards for common tasks
- > Integrated IVR Flows,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

**“ We really like Noble for managing agents and campaigns. 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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- > Easy-to-Use Administration Wizards for Common Tasks : agent & campaign setup, campaign monitoring, dialing filters, compliance lockdown, manager access, pause types, call transfers, & voice messages
- > On-screen Real-time Management Views : see agent & group statistics, line status, call pacing, & dashboard
- > Floating Manager Stations : managers can log-in from any station
- > Advanced Functionality : IVR, digital recording, agent monitoring, skills-based routing, & quality assurance
- > Agent & Group Management : assign agents, stations, groups, pacing modes, lines, view activities, & more
- > Campaign Management : assign campaigns, manage campaign settings, monitor performance, & view results
- > Data Management : build custom tables with Table Builder, import data & map to custom fields, export data, & manage lists
- > List Builder & List Assign : call list management to build, filter, assign lists, & manage Do Not Call lists
- > IVR/Call Flow Builder : setup IVR menus, assign routing rules, & manage automated/broadcast messaging
- > 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 : side-by-side & remote; listen, coach & barge modes
- > Call Routing Management : control routing & call workflows, assigned skills-based routing rules, and manage call transfers, line settings, & audio



“ 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 and abandon rate caps while still hitting production goals. ”

### 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](http://www.noblesys.com).

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**Americas:** 1.404.851.1331~1.888.866.2538  
**APAC (AUS):** +61 (02) 8222 0500  
**EMEA (UK):** +44 (0) 161 772 7100  
**LATAM (BR):** +55 (11) 3266 7355

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