

Maestro Reports

Real-time Center Reporting

Noble® Maestro Reports delivers a complete package of real-time, online tools for managing programs and reporting on activities and results, allowing centers to direct call activities and meet business objectives. The newest generation of Noble's reporting & management tools gives users comprehensive administrative features and enhanced reports in an intuitive, easy-to-use environment.

Monitor Activities with Accurate, Real-time Reports

Manage your campaigns with graphs, charts and database reports created from real-time information. *Noble Maestro's* reporting features allow you to analyze your programs and identify trends, successes or bottlenecks based on criteria such as agent status, statistics, and campaign summary data. Statistics are available for both current and historical data, and can be displayed in both summary and detail views. A library of standard reports is available on agents, inbound and outbound programs, call history and callbacks, campaigns, IVR, recordings, and lists. Or, build custom reports with our query-by-example tools.

Manage Programs using the Intuitive, Graphical Environment

Noble Maestro makes it easy for managers to view activities and see performance results with an intuitive user interface. The system utilizes point-and-click tools and drop-down menus for streamlined navigation so that new users can learn the system quickly. Customizable user menus let you create a personalized management desktop with quick links to the tools that you use the most. And, managers can log-in from any station on the Noble platform to access *Maestro's* features and reports.

Review Agent Results & Lists for Quality

Summary screens show all agents or specific agents, complete with call status, call length, pause time, connected time, etc., for efficient monitoring and supervisory control. List details, including list status, number of records and call dispositions, can be reviewed to determine list penetration and effectiveness. QA questionnaires and scoring let you setup and conduct your own quality assurance programs.

Share Performance Statistics & Database Information

Reports can be viewed on-screen, printed, or sent via email to keep your managers and clients informed of activities and results. Our ODBC architecture allows users to export information to other open database compliant packages, such as Microsoft Access and Excel, or Crystal Reports.

- > Real-time Reports in graphical & detailed formats for current or historical data
- > Intuitive point-and-click navigation for ease-of-use and quick access to critical decision support tools
- > Immediate database updates for all call attempts and results gives you *up-to-the-second* data accuracy
- > Open design to import/export virtually any field of information for data sharing

“ From a management perspective, Noble's real-time reporting is very beneficial for viewing activities and analyzing results and performance for agents, lists, programs, and more. We can see how programs are performing and identify where we need to make changes. ”

