

Mimic

Agent Desktop Unification Streamlines Processes & Improves Productivity

Noble® Mimic is the newest generation of unified agent desktop management for the **Noble® Solution** technology suite. **Mimic** helps contact center simplify agent processes through an innovative portal combining a common interface for multiple data sources, workflow automation, call scripts, and a complete set of tools for communicating with customers.



Using the power of *Noble Mimic*, the call center can create a single point of access to its entire library of businesses applications. Our Unified Desktop helps consolidate data from multiple sources – including optional 3270/5250/VT100 emulation, custom dlls and executables, OCX and .Net development environments, & more – into a common agent interface. Companies can easily wrap legacy applications and existing business processes into the new desktop, without lengthy and expensive data manipulation projects. And, they can add new applications and processes to keep their business at the leading edge of technology. Intuitive design tools make it easy to create a desktop that allows agents to quickly get the information they need to resolve customer issues.

Noble Mimic uses state-of-the-art technology to provide an integrated and intuitive view of the customer and to streamline agent processes. By highlighting flexibility, speed, and ease-of-use, the new enterprise desktop is focused on making users more productive and delivering a more efficient, more satisfactory experience for the customer – each and every time.

Like a 'Universal Remote' for the Agent Desktop, *Noble Mimic* gets rid of multiple controls for individual components & consolidates them into a single, multi-functional tool to help agents work more efficiently. In addition to a unified agent desktop that simplifies the agent process, Noble gives you advanced workflow management for your contact center, plus the power of the leading predictive dialing engine & sophisticated inbound blending, for a turn-key platform designed specifically for contact centers to manage your customer communications.

