

Perfect Script™

Patented Script Recording Technology

Gain control over call quality variables such as message consistency, agent enthusiasm and individual contact quality with Noble® Perfect Script™. Perfect Script allows agents to pre-record selected segments of the call script. Once approved by managers, the messages can be delivered in any sequence during a call — front, middle, or end — on a call-by-call or system-wide basis. The recorded messages can be enabled screen-by-screen throughout the script for easy access. The use of the recorded segments is undetectable by the customer. This patented technology is exclusive to Noble Systems!

Improve Consistency & Quality

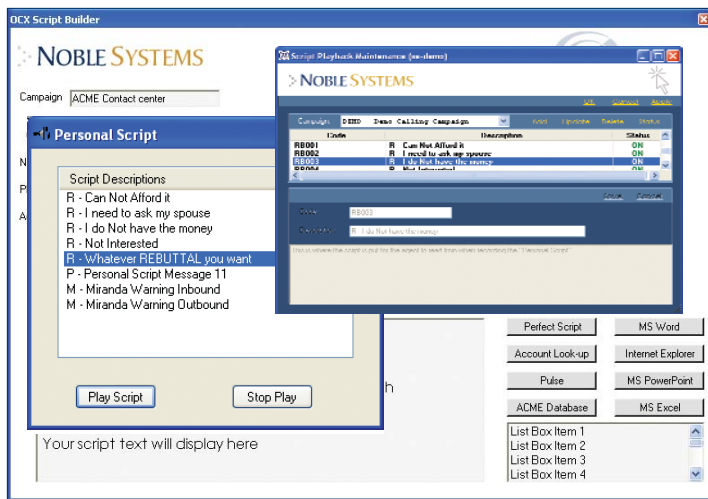
Noble Perfect Script captures an agent's enthusiasm to deliver consistent, cheerful greetings for each and every call. Recording portions of the call script eliminates delivery repetition, allowing agents to focus on the more important sections of the message and to complete each presentation more efficiently. Error rates are significantly reduced, since pre-recorded segments are scripted word-for-word and approved by managers before they can be used.

Increase Productivity & Efficiency

With Perfect Script, agents build proficiency and require fewer breaks, as their duties become less tedious. Agents gain more time on the phone, deliver scripts with an increased interest level, and can add personalization to pre-recorded messages. Perfect Script recordings can be started and stopped at any point in the call, either automatically or at the touch of a button. Messages can be played at the start of the call (i.e., to play a welcome message personalized by the agent), in the middle of the call (i.e., to review disclaimer information) or at the end of a call (i.e., to ensure a consistent close). The result is high productivity towards reaching your program goals.

Reduce Agent Turnover

This professional call management tool aids your agents' performance by alleviating burnout, fatigue and complacency. Perfect Script helps lower agent turnover rates, saving you the time and costs associated with recruiting and training new employees.



- > High Quality Recordings
- > Undistinguishable from a Live Voice
- > Personalize Agent Presentations
- > Built-in Manager Approval Step
- > Message Interruption Capability
- > Insert Message Anywhere During Call – start, middle or end
- > Operator Error Safeguards (including volume control)
- > Script Printing (in entirety or by individual segments)

“ We are very happy with our investment in Noble Systems. We are pleased with the many advantages we have gained through our dealings with the company and its products. ”