

QA

Quality Assurance

Improve the quality of your contact center programs with **Noble® QA** features. Our combination of recording and reporting tools with voice recordings, screen captures, and scoring features help you manage your quality assurance activities for verification, training, and quality control. With **Noble QA**, you can see the agent screen, verify data completeness, evaluate agent workflows, and ensure that scripts and best practices are being followed.

Create Quality Management Programs for Added Quality Assurance

Noble QA enables managers to build quality management campaigns. Digital Voice and Screen capture recordings can be enabled by campaign to automatically record the call or to allow the agent to selectively record a portion of the call. QA agents can see the data recorded during a call, as well as listen to the call recording, for verification, monitoring, and scoring. They can also see the screen capture while listening to the recording.

Review Agent Audio & Video for Adherence with Standards

With *Noble QA*, both the call audio and data can be captured for review. Managers or QA Agents can see the agent screen to observe workflow, view data recorded during the call for completeness, and listen to the audio recording to confirm that scripts are read properly and that best practices are followed. Individual calls can be evaluated based on specific campaign criteria using the QA Scorecard tools. *Noble QA* is ideal for Verification programs, as well as for helping Managers determine areas where additional training may be required.

Improve Workflow Management

Noble Screen Capture helps improve agent workflow by replaying an agent's steps through the desktop. Screen Capture aids desktop design by letting users evaluate workflows (including full keystrokes and mouse movements) to identify weaknesses in script design or in back-office applications. By watching how agents are using screens and call tools, Managers can modify scripts to build more effective workflows.

Manage Agents with QA Results

Managers can create QA Score Cards for specific campaign criteria to 'grade' an agent's performance. The QA team can review the call and follow the scorecard to answer questions about the agent's interaction with the customer. QA campaign results are recorded in the database and reports can be sent automatically to managers. Daily performance reporting on the assigned QA Agents is also available.

- > Setup QA Campaigns for Agent or Campaign 'sampling'
- > Review Voice and Data (screens) with Quick Search & Retrieval Tools
- > Verify Script/Workflow Conformance & Data Completeness
- > Create QA Scorecards to 'Grade' Agent Performance
- > Automatically Send QA Results to Managers & Agents

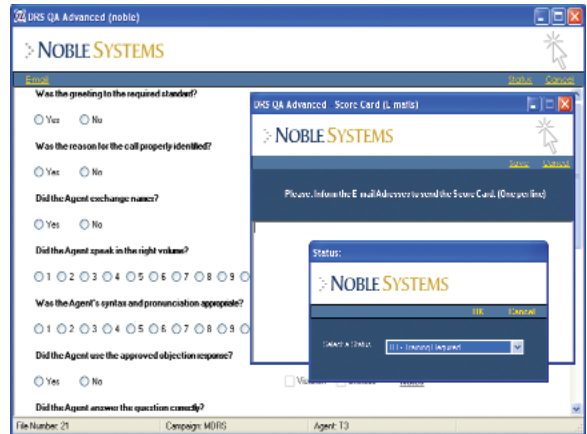
“ The Recording and QA tools are a great feature-set to help us improve quality. We record a sampling of all calls which we then use for training purposes. We can review an agent's interactions to see where there is room for improvement. ”



Quality Assurance

- > Flexible QA Campaign Setup : Automatically or manually record all calls or portions of calls by campaign
- > Capture Audio & Video : voice, data, and screen
- > QA Scorecards : assign scoring criteria by campaign to grade agent performance
- > QA Results Reporting : QA scores and results are stored in the database and can be sent automatically to Managers
- > Workflow Management : review agent desktop navigation, including keystrokes and mouse movements, to improve efficiency
- > Optional Video Archival Server : expanded storage for screen transactions
- > Compliance & Training Tools : ensure agent adherence with scripts and best practices, verify completeness of captured data, and identify areas for additional training

Note: Noble QA features require the digital recording. QA & Screen Capture are purchased separately.



Category	Agent Code - Name	Total Calls	Ass. Score	Total Violations	QA Grade	Total Calls	QA Grade	Total Calls	QA Grade
INBOUND - BANK E-SYS (EP-CH-WV-USA) REPORT	EP - Elisee Poudon	1	0.00	0	0.00%	0	0.00%	11	100.00%
	HP - Hitesh Pratapraj	1	0.00	0	0.00%	0	0.00%	11	100.00%
	JEAN - Jean Caille	1	0.00	0	0.00%	0	0.00%	11	100.00%
	LR - Lancee Hira	1	2.00	0	0.00%	0	0.00%	9	81.11%
Instate	LR - Lancee Hira	1	0.00	0	0.00%	0	0.00%	11	100.00%
	SS4 - Sheraz Syed	5	2.00	0	0.00%	0	0.00%	33	96.36%
MOBILE - NOBLE SYSTEMS TECH SUPPORT	LR - Lancee Hira	2	2.00	0	0.00%	0	0.00%	0	0.00%
	Totals	2	2.00	0	0.00%	0	0.00%	0	0.00%
Grand Totals		7	2.00	0	0.00%	0	0.00%	53	81.51%

“ We record 100% of calls. Noble’s Quality Assurance features help us improve our phone quality and training programs by reviewing and scoring calls to provide any necessary agent coaching. ”

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.

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