

# Recorder

## Digital Call Recording

**Noble® Recorder** digitally records your agent calls and organizes the files for convenient storage so that you can retrieve a high-quality on-line record within seconds (and an archived record within minutes). You save administrative time by simply keying in a log number for instant playback! Integrated Quality Assurance features – including Screen Capture – help you build quality management programs. Reduce your costs even further by using **Recorder** for agent sales verifications removing your dependency on an outsourced third-party verification service or by giving your managers or clients their own log numbers so they can dial in and listen to their program recordings on their own, using interactive voice response tools, without the assistance of an agent.

### Minimize Wrap Time & Improve Call Recording Accuracy

Digital recording reduces agent 'wrap time', so agents can move on to other calls immediately. The *Noble Recorder* option also removes the potential for human recording errors, such as incorrect tape labeling and failure to turn the recorder on or off by automatically starting and stopping recordings and assigning log numbers for storage. Call recording also offers an additional tool for monitoring, and training purposes.

### Reduce Operating Expenses

Eliminate the time and administrative costs of filing and maintaining audio tapes and recorders with *Recorder*. Instant on-line retrieval further extends your time and money savings with a streamlined process – paper documentation and tape shuffling is unnecessary. *Recorder* also allows you to perform verifications in-house, with immediate access to information, decreasing your outsourcing expenses.

### Protect Your Business & Your Transactions

Recording transactions protects your company and your clients. Whether required by law or corporate policy, files can be reviewed instantly with the customer to verify what was said. *Noble Recorder* keeps a verbatim record that can be used to resolve conflicts and clarify possible confusion.

### Create Quality Management Programs for Added Quality Assurance

*Noble Recorder* is the foundation of the *Noble QA* module, enabling managers to build quality management programs. QA Agents can be assigned to any station, or stations can be setup as dedicated QA stations in high-production environments. Call recordings can be used to allow QA agents to listen to a call, as well as to view agent's screen with *Screen Capture*. Recordings can be reviewed automatically for quality scoring, based on user-defined sampling criteria.

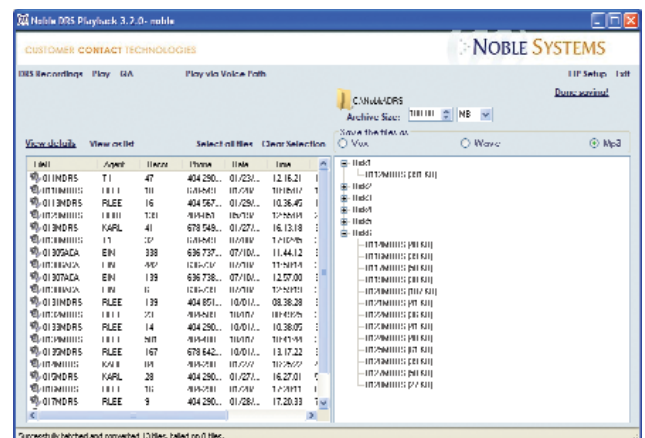
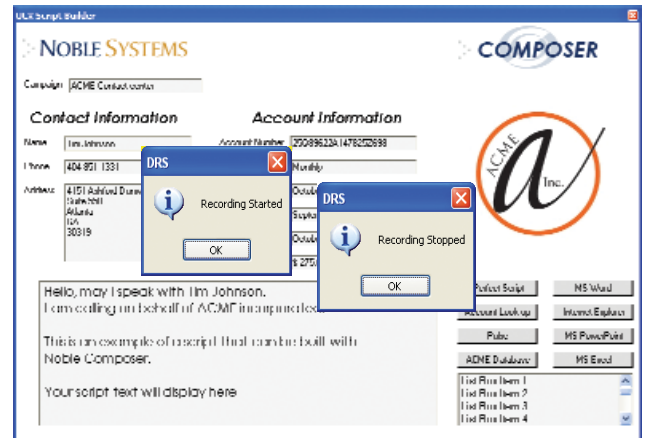
- > Voice Recordings & Screen Capture for Verifications, QA, Compliance, Training & Script Management
- > Automatically Record All Calls, Parts of Calls, or Specific Campaigns, or Record On-Demand
- > Eliminate Tapes and Manual Logs to Reduce Errors & Save Time
- > On-screen Search & Retrieval Tools for Quick Access to Recordings

“ **Noble's recording has saved us many times. What works great about Noble's recording is that we don't have to pack up boxes of tapes to send to corporate offices; we send them via the network. We can retrieve files instantly when needed to determine what was said during a sales call and confirm it with a customer right then and there. ”**

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## Digital Call Recording

- > Digital Storage of Call Audio for Quality Playback
- > Screen Capture to Verify Information & Improve Agent Workflows
- > Fast Forward, Rewind, & Unlimited or Defined Playback Functions
- > Instant Access & Retrieval
- > Internal / External Record Retrieval
- > Supervisor Monitoring (including via Remote Access)
- > Record Security
- > Optional Voice/Video Archival Server (VAS) & DVD Available for Expanded Storage
- > Historical File Maintenance / DAT Tape Archival Capacity
- > File Protection with Back-up Options
- > Add-On Quality Management options for automated review by QA Agents based on user-defined sample criteria
  - Dedicated or Flexible QA Stations
  - Review Transactions for both Voice & Data
  - QA Results Codes for Call Scoring
  - Monitoring Results Automatically Sent to Managers



“ We use Noble Recorder to record all calls for security and verification purposes. Call content is recorded on an optical disk and is keyword searchable. The system works beautifully. ”

### 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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