

Noble® Remote Technology

Expand Your Horizons with Mobile Tools & Distributed Networks

Work from Anywhere with **Noble® Remote Technology!** With our mobile toolsets and flexible deployment options for **Remote Site**, **Remote Agent** and **Remote Management**, we support a wide variety of distributed functions, including contact center sites in a multi-site networked environment, work-from-home or outside agents, and off-site Supervisor access for program management with our remote and mobile toolset.

Decentralize Your Technology Department & Manage Multiple Locations with Noble® Remote Sites

The *Noble®Solution* supports a variety of multi-site deployments for organizations with more than one location through *Noble Remote Site* configurations. Noble's flexible deployment options allow you to decentralize your technology department and manage multiple contact center sites and 'off-shore' environments from a single location. Whether you want to use a single host and remote telephony servers, a centralized system with external call transfers, or save resources with VoIP, we have a solution that meets your needs. Consolidated Reporting and Management tools make it easy to take control of all of your contact center programs regardless of where your centers are located.

Keep an Eye on Center Activities & Performance with Noble® Harmony and Reports

Our web-based *Noble Harmony* and *Reports* tools allow supervisors to access the system remotely to view activities, setup new campaigns, manage existing ones, or administer center resources. Managers can log onto the Noble platform via the web from any location to view reports and real-time statistics, make necessary changes to programs, manage list or line assignments, and more. Noble also provides remote monitoring of agents, via direct access to the agent's call. Connecting directly through the dialer removes the use of 'bridges' commonly found in remote monitoring, to offer improved sound and quality of the monitoring session. Remote Management makes it easy for your managers to stay on top of your contact center activities even when they are not on-site.

Expand Your Workforce with Noble® Remote Agent

Noble Remote Agent enables organizations to take advantage of telecommuting workers, offer jobs for handicapped work force, support part-time stay-at-home moms and flex schedules, and deploy an emergency work force. Your Remote Agent is virtually placed within the call center environment with all of the standard control, regardless of where the agent is physically located. This allows the agent to request help, pause, logout, etc. Remote Agents are treated just the same as any agent connected to the Noble platform, and have all of the features and functionality of an agent sitting in the call center, including screen pops, supervisor monitoring, reporting, etc. From a management standpoint, the manager may view agent activity whether the agent is local in the call center or remote in the field.

" We have agents in multiple states, in both call centers and in work-from-home situations. With Noble, it doesn't matter where they are located. they can log-in and we can manage all of them with ease. Managers can use the web-based tools to see what is going on and to manage programs, whether they are on the center floor and off-site."

