

Noble® Solution

Complete Contact Center Management

The **Noble® Solution** suite is a unified, single-source Customer Contact Management solution for today's advanced enterprise environments. Noble Systems helps you control costs and improve operational efficiencies by providing information management and operational tools to manage blended inbound and outbound communications. Our solution combines an open platform with an integrated relational database, flexible scripting and workflow tools, monitoring and quality assurance features, skills-based routing, IVR and messaging functions, agent, campaign, and workforce management tools, and real-time reporting to offer a complete end-to-end solution for total control of your customer interactions.

Get the Advantage of Working with a Proven, Industry Leader

For more than 20 years, Noble Systems has been delivering solutions that build performance and productivity, improve the quality and effectiveness of customer contacts, and reduce costs. Our unified solutions include the key software technologies that contact centers need most: Predictive dialing, Inbound contact management and ACD, IP-PBX, Self Service IVR software, CTI for intelligent screen pops, Digital Recording, Workforce Management and Reporting, and VoIP Support. Noble also provides seamless integration to existing corporate environments, reducing your learning curve and protecting your technology investments.

Control Activities & Build Efficiency with Intuitive Management Tools

Noble offers business managers intuitive graphical tools to help them develop and customize inbound/outbound contact strategies. The *Management Suite* gives users complete control of contact center activities to efficiently oversee the setup and management of contact center applications. *Composer* presents innovative script, workflow, campaign, and list management. *Maestro* provides managers with real-time reporting on agent, group, list, and service statistics. Noble's solutions deliver an exceptional combination of quality, experience, and service.

Manage Multi-Media Communications with a Customized Solution

Noble's 'universal queue' allows agents to control a high volume of calls, emails, chat messages, callback requests, and other contact channels in a sophisticated, multimedia environment. Additional tools are available for quality control, digital recording, customer self-service, payment processing, remote agents, and off-shore site support to help you build a solution suite that meets your unique contact center needs.

Experience the Power of an Open, High-Performance Platform

The *Noble Solution* consists of enterprise class hardware and software components that deliver high-performance computer telephony applications. Noble runs on the open Linux platform, allowing rapid development of custom applications to meet business demands, and the flexibility to integrate with third-party applications. Our solution includes the *ATOMIX™* integrated relational database, an industrial-strength Informix-based RDBMS.

Benefit from a Comprehensive Training & Support Package

Noble Systems helps you make the most of your technology investment. A step-by-step implementation plan and hands-on training program ensures a smooth installation and transition period. Our 'triple team' approach to support includes full-service Noble Care® hardware and software maintenance plans, access to 7x24x365 tech support, and our satisfaction guarantee.

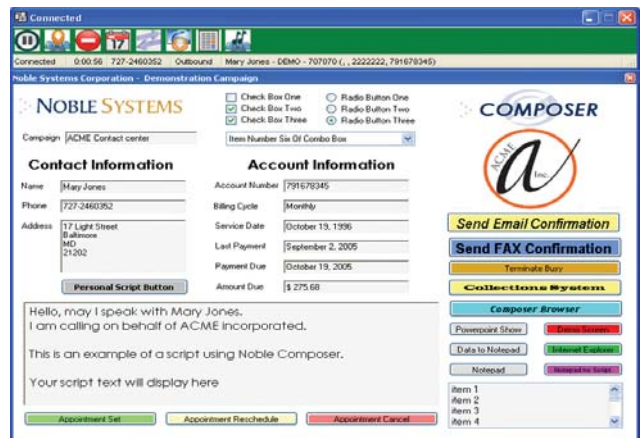
- > Unified Customer Contact Management Solution
- > Blended Inbound & Outbound Multi-media Contacts with the 'Universal Queue'
- > Customized Agent Scripts & Workflows
- > Intuitive Management Portal & Real-time Reporting
- > PBX, Dialer, IVR, Recording, Messaging, WFM, QA & More

“ The Noble® Solution was just as feature rich as the other products, at a fraction of the cost. Call production has increased by 100% and contacts by nearly 150%. ”

Noble® Solution

Complete Contact Center Management

- > Universal Inbound/Outbound Media Blending
- > ACD/Universal Queue : Voice, Email, Web & Fax
- > Comprehensive Predictive Dialer
- > 7 Pacing Methods including Compliance & Preview Methods
- > Do Not Call List Management for Regulation Compliance
- > Skills-based Routing with Proficiency Levels
- > Unified Customer Contact History for All Media
- > Center Management Module : manage telephony system resources & functions in real-time
- > Agent Desktop & Workflow Tools with Emulation & Screen Pops
- > IVR with Text-to-Speech and Broadcast Messaging tools
- > Digital Recording : voice & screen capture & integrated speech analytics
- > Workforce Scheduling & Optimization
- > Payment Processing Module : credit cards & checks
- > Timekeeping & Wage Reporting Features
- > Agent Voicemail for Customer Messages
- > Real-Time Reporting : query-based reports displayed on-screen in graphical views with up-to-the-second accuracy
- > Voice & Data Monitoring : local & remote access
- > Remote Admin, Supervisor & Agent Support
- > Highly-scalable, Open platform : solutions for large, mid-size & small businesses
- > Enterprise Class Relational Database
- > Multi-site & Off-shore Configurations
- > Point-and-Click Environment : reduces dependence on complex IT programming resources
- > Custom Development Interfaces : integration with existing components & software (ACD/PBX/Switch, Databases, Billing applications, etc.)
- > Tailored Solutions Meet Your Unique Needs



“ With Noble, we are running the same programs, with the same agents, and our efficiency and sales have jumped dramatically. Noble Systems just does it right! ”

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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