

Noble® Solution

Technical Overview

The **Noble® Solution** suite is an automated contact handling system that combines sophisticated outbound predictive dialing and intelligent inbound ACD (automatic call distributor) switch functionality with blended call management, an integrated relational database, real-time reporting, advanced solutions, and advanced network environments. Noble Systems® offers the industry's leading mix of functionality, flexibility, and reliability in a complete, cost-efficient solution.

Manage Outbound, Inbound & Blended Calls

The *Noble Predictive Dialing Solution* manages your telephony resources to automate and organize outbound campaigns and resources. The PDS controls the dialing process, voice detection, call switching and screen pops. The *Inbound ACD* capabilities perform ANI/DNIS detection and use extensive logical call control management to direct the call to the appropriate agent. Noble Systems maintains all campaigns, programs, groups, and agents — whether inbound or outbound — and records extensive data logs so that it is easy to track overall system performance.

Control Interactions with Contact Management Software

Noble offers a user-friendly management control interface that gives all levels of management effective control as well as timely and accurate information. Managers can log in from any seat, local or remote, and access the system to administer lists (including Do Not Calls), setup calling groups, assign lists, pause groups or campaigns, view performance-monitoring screens, generate comprehensive management reports from real-time information, and receive exception notifications.

Maintain Accurate, Up-to-the-Minute Customer Records

Noble includes the powerful *ATOMIX™* database — an industrial-strength relational database system with SQL and 4GL programming capability. Our On-Line Transaction Processing (OLTP) updates database records automatically when changes are made, rather than at delayed intervals, ensuring that you have access to the most current information. The combination of these tools provides for unlimited data storage, RAD (rapid application development), a user-friendly front-end for daily operations and report generation, and the capability for unlimited growth. *ATOMIX* is based upon source code from Informix, offering advanced server technology and high-performance database technology in an open and scalable environment.

- > Integrated ACD, Dialer, Recording, Scripting, Reporting, WFM & More – a complete contact center management platform

- > Powerful Built-in Informix-based Database

- > Open Design with Flexible System Integration Tools to support virtually any standard application

- > Reliable Linux Platform & Scalability to Thousands of Seats

- > Modular Design and Mix & Match Environments to Create a Completely Tailored Solutions

“ Noble Systems has the most features for the best value. It integrates with our existing software and has components that make our jobs easier. ”

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- > Customized, Turn-key Solution : includes tools for custom applications, custom screens & custom reports
- > Scalability : expands from four agents to thousands of seats, so you do not need to change platforms as your business needs change
- > Single or Distributed Locations : for use in a single site or distributed across multiple locations with remote processors
- > Modular Architecture : install only the components you need today & add capabilities as your needs change
- > Open System Design : provides extensive integration & data exchange options, & compatibility with existing software
 - ODBC (open database connectivity) drivers
 - Meets or exceeds Signal Computing System Architecture (SCSA) standards
 - NFS, OLX & DDE technologies
- > Flexible System Integration : use your existing operating environment, including AS400, mainframes, NT server networks, mini-computers & more
- > Built-in Switch Functionality : built-in switching eliminates the need for a third-party switch; also allows integration with external switch products (Avaya, Aspect, Lucent, Nortel, etc.) & most IVR, Recording and Monitoring products
- > Mix & Match Desktop : gives you the choice of mixing & matching virtually any combination of desktop hardware, headsets, & more
- > Mix & Match Telephony : mix & match pure-SIP and IP-based technologies lines or hybrid platforms with traditional TDM and analog lines to route your call traffic over the most cost-effective paths

Telco-class Equipment

Telephony : Noble Systems utilizes the line of high performance, flexible, and scalable hardware and software from Dialogic and Aculab. For traditional TDM environments, the Dialogic suite of Digital SCSA Network cards offers outstanding reliability and supports high transaction volumes. Larger enterprise configurations and native VoIP solutions are supported by Aculab technologies, with a 'future-ready' architecture, capable of handling multimedia call sessions for video, voice and data.

Server Hardware : IBM is the premier choice for Noble Systems as our resource for server hardware. IBM's versatile design and high performance attributes meet Noble Systems' stringent demands for quality, reliability and flexibility.

Operating Systems : The Noble Solution is engineered to reside on the Linux platform. As the fastest-growing business operating system, Linux offers outstanding reliability for a level of stability unmatched in the marketplace. With a host of development and system management tools and the ability to seamlessly interface with other platforms (including Windows NT), Linux delivers a proven operating system with a lower total cost of ownership.

ATOMIX™ Database : The ATOMIX relational database management system (RDBMS) uses source code from Informix, a leading provider of database management systems for transactions processing, data warehousing and e-business applications. ATOMIX allows real-time data access using 32-bit ODBC technology, and supports real-time data exchange, mainframe emulation, and screen scraping connectivity with Oracle, Sybase, SQL Server, FoxPro, and Access.

Programming Languages

Standard : ATOMIX/Informix 4GL, "C" function calling capabilities, Linux shells (awk, sed, etc.), C, .NET

Optional : ATOMIX, SQL, ATOMIX-C3 Object Oriented Design System (C++, Delphi, and Visual Basic), Informix Dynamic 4GL, Perl, Visual Basic

“ Since we've been using Noble Systems, we are seeing positive results. I get the data I need with the call results. We feel that we are much closer to our customers. ”

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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