

Noble® TOP

Technology & Operations Performance Assessment

Noble Systems offers the **Noble® Technology & Operations Performance Assessment** to help companies identify opportunities to enhance the performance and productivity of their contact center activities. The Noble TOP program includes a review of current key process indicators, workflows, and technology to help you achieve improved productivity and efficiencies. Our professional consultants have an in-depth knowledge of the unique requirements and business needs that customer communication organizations face on a day-to-day basis.

Analyze Your Day-to-Day Contact Center Operations to Increase Efficiencies

The *Noble Technology & Operations Performance (TOP) Assessment* is designed to help you identify new opportunities within your contact center. Our professionals will engage in a review of your daily contact center operations to make sure you are getting the most from your technology and resource investments. They will meet with your company's Executive Team, Managers, and Agents to gather feedback, as well as explore your processes and tools, such as staffing and training, workflows and strategies, and management and reporting.

Identify New Opportunities and Grow Your Business

At the conclusion of the Assessment review period, the Consulting Engineer will present a final report with a Business Summary and Overall Recommendations for People, Processes, and Technology. The report will diagnose potential bottlenecks, outline best practices, and identify paths for improvement – so you can focus on building your contact center business. After the Report is delivered, Noble Systems can provide a specific training and service proposal for implementation of your selected recommendations.

Choose the TOP Assessment that Best Fits Your Needs

Noble TOP offers varying levels of analysis to meet your project requirements. The Assessment includes several phases, including: on-site analysis, research, project reporting meetings, and project status reports (as appropriate). A basic engagement covers the fundamentals of your operations. A longer evaluation program allows our consultants to expand the Assessment further for a more in-depth exploration of your business and future opportunities. Our consultants can help review your needs and determine the TOP approach that is right for you.

Your Noble Solution has been installed, and you have seen the business impact of increased agent productivity. How can you continue to improve performance? Let Noble Systems assess your people, processes and technology to help identify ways to supercharge your productivity!

“ We are very happy to have Noble Systems as our contact center partner. They have helped us to improve employee efficiency, reduce labor costs, and increase dollars collected. ”

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Operations Analysis

The Noble TOP Assessment will focus on the functional areas of your call center, including:

- Service Level Delivery
- Employee Training
- Performance & Results Metrics
- Monitoring & Coaching Practices
- Organization Structure
- Contact Strategy
- Call Routing & Efficiency
- Business Process & Workflow

On-site Center Review

The Consultant will spend time at your contact center site(s) to observe your live environment. Based on the length of the engagement, the project will include:

- Review of your business model, basic workflows, agent/manager staffing, metrics, & perceived hurdles within the center
- Tour of the center floor, manager and agent work and training areas as well as QA & technology facilities
- Observe shift changes, training classes & general procedures
- Evaluate daily, weekly & monthly reports
- Interviews with managers/supervisors and agents to determine roles and responsibilities & to gather their ideas for improvements
- Assess current technology, including overall topology, current tools, & future "wish lists"

Program Benefits

Upon completion of the review, you will be presented with a final report outlining our findings and offering solutions to help grow your business.

- Improve contact center performance through effective reporting and performance analysis
- Reduce operating cost by increasing efficiency
- Increase revenue opportunities and customer satisfaction
- Improve goal setting by measuring agent performance
- Enhance agent productivity and optimize your use of technology



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 solution includes 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 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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