

# Noble® Training

## Comprehensive Training Programs

**Noble® Training** offers programs which are designed to help you make the most out of your investment in our technology. Our training curriculum enhances the system's ease-of-use features and integration with the existing operating environment. Classes are taught by our in-house team of trainers, who work with our product every day, and not by a third-party provider. The goal of the **Noble Care® Training team** is to make our clients self-sufficient to manage their Noble solution internally. The Training curriculum is designed to help our users meet their goals.

### Learn from Experienced Contact Center Professionals

The *Noble Care Training team* is built around a foundation of knowledge and familiarity with the contact center industry. Our trainers complete extensive product training and certification for all components of the Noble solutions. In addition, each member of the Noble Training team has previous experience inside call center environments, so they understand how our technology affects your business.

### Gain Insight to Maximize Productivity & Efficiency

Each client is assigned a Training Specialist to work with Project Management during the development of your system. The trainer arrives at your site with a background knowledge of your needs and product customizations. With a combination of insight and experience, Noble Trainers are certified to educate your managers, agents and in-house trainers on the solid fundamentals of the Noble solutions, as well as to offer helpful tips to increase productivity and performance.

### Build a Training Program to Fit Your Needs

*Noble Training* offers both a combination of On-site and Classroom training sessions for basic and advanced system training. All classes offer a curriculum format based on lecture, hands-on exercises and follow-up testing to maximize the effectiveness of the training.

- > Onsite & Classroom Sessions for Complete System Training
- > Advanced Training Courses for Power-users
- > Hands-on Exercises & Follow-up Testing Promote Learning
- > Certified & Experienced In-house Training Team that Understands Your Business

**“ Our on-site training was excellent, and we were performing live dialing by the end of the second day. Our Training at Noble Systems' office was delivered in an exciting, upbeat and very educational style, and was even tailored to meet our specific requirements. ”**

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### Core Training

Noble's core curriculum for our solution includes basic training on the Management Suite for system management and application development. The core training program is designed to certify your employees to manage the solution within your contact center environment.

#### Core System Training

Training is conducted as a standard course with the installation of any Noble solution. This training is usually conducted on-site at the client's location. The course teaches the end user to utilize the Noble platform, including the Management Suite for application development, resource assignments, program and agent monitoring, and reporting. Users learn how to manage the call center using different parameters to increase productivity, run Productivity and Custom reports, and train agents on using the calling application. Advanced courses are also available.

### Advanced Training

Noble Training also offers advanced courses on our systems to promote an enhanced knowledge and understanding of the system configuration and programming.

### Remote Training

Upon completion of the basic training courses, remote training can be administered from the Noble Systems corporate office. The Station Mirroring® functionality of our system allows the trainer to dial in and mirror any station, providing real-time, remote coaching. Many clients also take advantage of our online training opportunities via WebX technologies.



“ The 3-day training course was set up very professionally, and all of our questions were answered. There is so much functionality, we were glad that training was included in the solution. ”

#### 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](http://www.noblesys.com).

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