

# Web

## Web-Enabled Applications

More and more people are doing business via the internet, and are looking for companies that offer online customer service options. **Noble® Web** gives you the tools to meet this demand by providing additional contact options for your center. With **Noble® Web Callback**, you can serve internet customers at their convenience, by allowing them to request a follow-up call from your website.

### Offer Alternative Communications

In today's 'demand' economy, consumers are accustomed to a wide variety of choice. *Web Callback* gives you additional opportunities to communicate with your customers by letting them interact request a call directly from your website, rather than making them search for a phone number and encouraging immediate interaction for faster service. Noble also offers custom development services for Web Collaboration/Co-browsing and Web Chat applications, and can integrate with third-party solutions.

### Improve Customer Relationships

*Web Callback* helps you offer more responsive service to your customers. Website visitors can request online assistance through an immediate call-back or at another time more convenient for them, eliminating customer waits in a hold queue or for an email response.

### Organize & Manage Contacts

*Web Callback* requests enter the 'universal queue' so that each transaction is tracked, routed, and managed as efficiently as inbound calls, emails, and other customer contacts. Reports and real-time data for web-based contacts are also readily available.

- > Universal Queue Manages All Contacts for Maximum Efficiency
- > Anytime Scheduling of Callbacks
- > Create Customized Forms to Match Your Company Branding & to Capture Contact Information
- > Unified Customer Contact History & Database Integration
- > Real-time Reporting
- > Custom Development & 3rd-Party Integration for Web Co-browsing & Chat Services

The screenshot shows a web browser window displaying the Noble Systems website. The page title is "CALL ME BACK". On the left, there is a photo of a person climbing a rock. The form fields include: Name (with an asterisk indicating a required field), Company, Phone number (with an asterisk), and Email address. Below these fields is a dropdown menu for "When would you like to be called?" with options: Now, in 5 Minutes, in 15 Minutes, in 30 Minutes, and in 1 hour. A "Call Me" button is located at the bottom right of the form. A small icon of a mobile phone is also present. At the bottom of the form, there is a note: "One of our customer service representatives will return your call between 9 a.m. and 6 p.m. EST Monday-Friday."

“ We are impressed that the Noble Solution gives us a number of fully-integrated options, including web services, rather than treating them as peripheral items. ”