

Step Up to Noble® TouchStar 6.0!

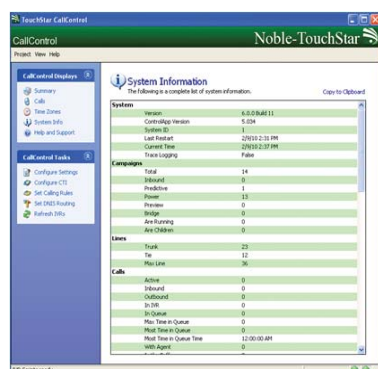
Noble TouchStar 6.0 is a comprehensive upgrade for the product's core architecture and feature set, with substantial improvements in added flexibility and enhanced data management and reporting functions. In addition, the new version provides advanced automation of daily reporting, system activity logging and data management in a centralized user interface.

1 New Look & Feel to the Component Servers : Component Servers – *Broadcaster*, *AgentServer* and *CallControl* – have an improved user interface and are easier to navigate. The *Broadcaster* can be set to auto-start with windows, rather than being started manually.

2 The Latest Technologies and Hardware : Noble TouchStar 6.0 includes new load-balancing multi-threaded software architecture and leverages Dialogic's NMS carrier class hardware, and is built to support Windows 7 and SQL 2008 platforms. The system is backwards-compatible to support clients on older hardware or platforms, supporting Windows 2000/XP/NT and SQL 2000.



The Component Servers feature improved navigation.

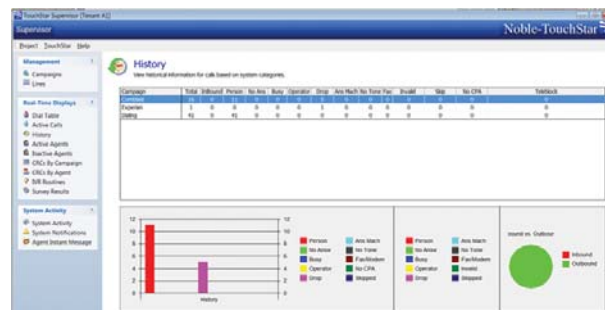


Get a snapshot of activities with the System Information screen.

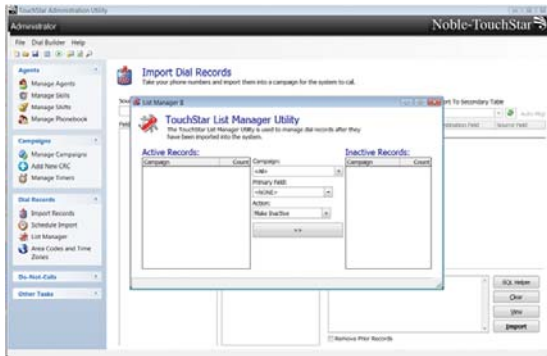
3 Enhancements to CallControl : The *CallControl* module has a new *System Information* Screen to show the snapshot of system activities, including total campaigns, line usage, call statistics, and more. The Settings window has a new look and feel that is easier to use and access system parameters, including Connections, Line Configuration, Trace Logs, etc.

4 New Supervisor Tools : Supervisor tasks are easier to access and offer new features. The *Dial Table* has improved readability. The *Active Calls* Screen has a summary section to show Real-Time statistics as well as 'Maximum for the Day' results. The *History* Screen shows dynamic graphs with detailed real-time call data.

5 Re-designed Administrator Interface : The rebuilt *Administrator* utility is designed to organize tasks for easier management. Tools to manage agents, campaigns, dial records, do not calls, and more, are grouped into like areas for faster access. The *Do Not Calls* tools has improved phone number look-up features with wild-card masking.

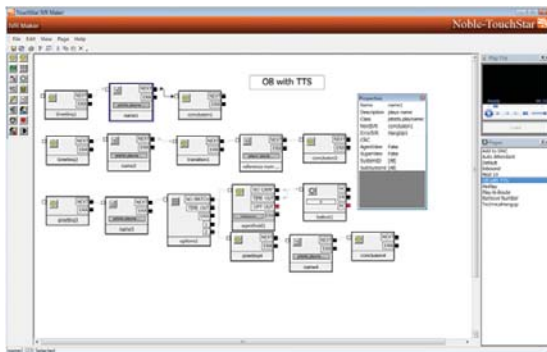


The History Screen displays real-time stats in graphical views.



Get faster access to List Building tools with the new taskbar.

6 Easier Import of Dialing Records : The Import Dial Records screen now has all of the functions on a single screen to simplify list imports. The *Macro Dial Builder* and *List Manager* are on the Task Bar so you can open these tools with a simple mouse-click.



Build your call flows more easily with IVR Maker.

7 Advanced IVR Maker and .wav File Support : New features for the *IVR Maker* include movable connector lines and floating or pin-up windows for *Properties*, *Pages*, and *Play File*, making it easier to manage IVR flows, especially for complicated menus. Version 6 also includes an embedded Windows Media Player for .wav files in both the *IVR Maker* and the *Recording Playback* utilities.

8 Flexible Agent Desktop for Better Productivity : The *Agent Application* has been designed to allow users to place floating or pin-up windows in multiple positions around the desktop. Multiple windows can be displayed in different positions to give quick access to call tools and customer information and Control Panels can be displayed as tabs – all to streamline your agents' tasks to help them become more productive.



The improved Agent Desktop supports your existing scripts.

9 Barge Monitoring : A 'Barge' mode is now available that allows managers to not only listen and coach an agent, but to speak directly with the customer or to take over the call. Barge mode is supported for both the *Dialogic* and *NMS* environments.

10 FREE for Support Customers : The Noble TouchStar 6.0 upgrade is included in the annual support plan for customers that are currently on support. The upgrade is based on the existing 5.7.0 platform. Training is required prior to receiving the upgrade. (Earlier TouchStar versions or platforms older than Windows or SQL 2000 may require additional customizations/services before upgrading*.)

**Contact your
Sales Account Manager
today to get started!**

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*Additional costs for training or custom development may apply. Ask your Account Manager for more information.

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