The Noble® Enterprise Solution suite is a unified, single-source Customer Contact Management solution for today’s advanced enterprise environments. Noble Systems helps you control costs and improve operational efficiencies by providing information management and operational tools to manage blended inbound and outbound communications. Our solution combines an open platform with an integrated relational database, flexible scripting and workflow tools, monitoring and quality assurance features, skills-based routing, IVR and messaging functions, agent, campaign, and workforce management tools, analytics and strategy planning features, and real-time reporting to offer a complete end-to-end solution for total control of your customer interactions.

Get the Advantage of Working with a Proven, Industry Leader

Form for more than 20 years, Noble Systems has been delivering solutions that build performance and productivity, improve the quality and effectiveness of customer contacts, and reduce costs. Our unified solutions include the key software technologies that contact centres need most: Predictive dialling, Inbound contact management and ACD, IP-PBX, Self Service IVR software, CTI for intelligent screen pops, Digital Recording, Workforce Management and Reporting, Advanced Analytics, Strategy Management, and VoIP Support. Noble also provides seamless integration to existing corporate environments, reducing your learning curve and protecting your technology investments.

Control Activities & Build Efficiency with Intuitive Management Tools

Noble offers business managers intuitive graphical tools to help them develop and customise inbound/outbound contact strategies. The Management Suite gives users complete control of contact centre activities to efficiently oversee the setup and management of contact centre applications. Composer presents innovative script, workflow, campaign, and list management. Maestro provides managers with real-time reporting on agent, group, list, and service statistics. Noble’s solutions deliver an exceptional combination of quality, experience, and service.

Manage Multi-Media Communications with a Customised Solution

Noble’s ‘universal queue’ allows agents to control a high volume of calls, emails, chat messages, callback requests, and other contact channels in a sophisticated, multimedia environment. Additional tools are available for quality control, digital recording, customer self-service, payment processing, remote agents, and off-shore site support to help you build a solution suite that meets your unique contact centre needs.

Experience the Power of an Open, High-Performance Platform

The Noble Enterprise Solution consists of enterprise class hardware and software components that deliver high-performance computer telephony applications. Noble runs on the open Linux platform, allowing rapid development of custom applications to meet business demands, and the flexibility to integrate with third-party applications. Our solution includes an integrated object-relational database management system and supports web-services.

Benefit from a Comprehensive Training & Support Package

Noble Systems helps you make the most of your technology investment. A step-by-step implementation plan and hands-on training program ensures a smooth installation and transition period. Our ‘triple team’ approach to support includes full-service Noble® CARE hardware and software maintenance plans, access to 7x24x365 tech support, and our satisfaction guarantee.
The Noble® Telephony platform provides predictive dialling with an inbound ACD, so all agent stations can take advantage of blended inbound/outbound communications for maximum efficiency and productivity. The unified platform allows centres to manage voice, email, and web contacts in a sophisticated, multi-media environment. Our integrated relational database captures and stores contact information for enterprise-wide CIM strategies.

Noble® PDS (Predictive Dialling Solution) : Outbound Call Automation
The Noble Predictive Dialling Solution automates, organises and manages your calling campaigns and resources, helping you build productivity, increase outbound call volume, and maximise agent on-phone time. The full-featured outbound solution delivers call list, and workflow management with Legislative Compliance features. The PDS manages system activities through our robust integrated database. Our call management software also provides local or remote reporting, monitoring, and supervision control that helps you manage your operations more effectively.

Noble® ACD : Intelligent Inbound Routing
Noble ACD helps you manage inbound contacts in the Noble platform. With an integrated ACD, you can reduce the number of dropped calls by eliminating transfers and decreasing on-hold times. Other features include digital messaging, interactive voice response (IVR), priority queuing, PBX integration, and multi-site networking. Through a combination of intelligent routing and comprehensive real-time monitoring, reporting, and management tools, Noble enables your organisation to simultaneously maximise customer service levels and contact centre productivity.

Noble® Database : Integrated Relational Database
Noble features an integrated database that powers and organises your Noble contact centre management solution. The Noble Database utilises an industrial strength, enterprise-class ORDBMS (Object-Relational Database Management System) that is the solution of choice for many of the world’s premiere organisations. Noble captures customer information, populates customer data, allows integration with external applications, and supports customised campaigns to improve the quality and efficiency of customer interaction.

Noble® Contact Blending : Universal Stations in a Universal Queue
The Noble Enterprise Solution provides a single, unified platform for managing your customer communications. The system maximises resources and improves agent effectiveness, allowing agents to dial out whilst waiting for inbound calls. When combined with ERMS and web features, Noble provides ‘universal’ queues for phone calls, emails and web contacts.

Noble® SPhony : An Evolutionary Unified Contact Platform
With a native, total performance solution that supports traditional TDM and hardware-based telephony, native-IP, and hybrid platforms, Noble makes it easy for organisations to migrate to a SIP environment. SPhony provides the best of both worlds – seamless point solution integration to existing environments or a stand-alone unified system – to help companies achieve greater performance, improve customer service, and lower the cost of doing business.

ABOUT NOBLE SYSTEMS CORPORATION
Noble Systems Corporation is a global leader in contact centre 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, analytics, and real-time reporting and management tools. Call 1.888.BNOBLE.8 or visit Noble Systems online at www.noblesystems.com.

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Company Registered in England no.03875607. Address: Noble Systems UK Ltd, 1 Commerce Way, Wellingborough Road, Manchester, M17 3WY
The Noble® Management Suite allows you to take complete control of your contact centre activities. The management pieces place a full range of contact and system management functions at your fingertips for script development, program administration, resource management, agent monitoring, and activity reporting.

Desktop Design & Custom Scripting: Noble® Composer
Noble Composer offers innovative script and campaign workflow management software tools that allow you to create custom agent desktops for more efficient customer communications. Our rapid application development tools allow non-technical managers to deploy sophisticated, custom scripts easily, using menu-driven, point-and-click functions – without the aid of a programmer. Our windows and web-based custom desktop products save time and resources, helping you put new programs into production quickly for fast results. Noble also supports integration with your existing applications using OCX scripting, browser-based scripts, and other solutions.

Management & Reporting: Noble® Maestro, Harmony and Reports
The Management Suite is the command centre for accessing the power and flexibility of the Noble communication and telephony server. Noble Maestro and Reports offer a graphical, front-end system from which users direct and monitor inbound and outbound contacts. The system’s easy-to-use interface enables managers to efficiently oversee the setup and management of your contact centre applications, providing maximum connect time and effortless coordination of operations.

The Management Suite provides a robust toolset that allows managers and supervisors to monitor contact centre activity through access to up-to-the-minute information pulled directly from the database. Noble’s real-time web-based reporting lets users view agent, group, campaign, and list statistics to direct call activities and meet business objectives. With the use of the intuitive Maestro software, managers can analyse programs to identify trends, successes or bottlenecks. Statistics are available for both current and historical data, and can be reviewed in both detail and summary views for on-screen, print or email delivery.

Noble® Harmony and Reports take our manager tools ‘on the go’ with powerful browser access for remote and mobile contact centre management and reporting, allowing managers to move away from their desks whilst still having full access to setup, monitoring and reporting tools from the Maestro management portal. Supervisors can see what their teams are doing and view real-time activities and stats via internet devices and inexpensive tablets, whether on the centre floor, in a meeting, or away from the office.

“Composer allows us to integrate our agent desktops to streamline workflows and eliminate redundant tasks. Maestro is extremely effective for managing our day-to-day operations and to stay on top of what is happening in the centre. We can ensure that agents are productive, managers have the information they need, and serve our customers better.”

ABOUT NOBLE SYSTEMS CORPORATION
Noble Systems Corporation is a global leader in the customer communications industry, providing innovative solutions for Unified Communications, Business Process Management and Analytics. Tens of thousands of agents at 4,000+ client installations worldwide use Noble platforms to manage millions of customer contacts daily. Noble offers a unified suite of multi-channel inbound, outbound and blended contact processing, campaign optimization, and resource management tools for companies of all sizes. Our CPE, CaaS and innovative premise/cloud hybrid platforms include ACD, predictive dialing, blended processing, recording and monitoring, IVR, messaging, interaction analytics, decisioning and workforce management. Call +44 (0) 161 772 7100 or visit www.noblesystems.com.

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www.noblesystems.com
The Noble® Enhancements Series encompasses additional options for advanced functionality. More than just a predictive dialling and ACD system, the Noble® Solution suite’s ‘building block’ approach offers the ability to create a solution to meet your unique business requirements and to enrich and expand your customer communications.

Noble Cloud Options: Communications as a Service (CaaS) deployment options with full enterprise functionality
Noble SBR: Skills-Based Routing sends calls to the right agent every time, increasing first-call resolution
Noble IVR & TTS: Interactive Voice Response offers menu options to route calls automatically with optional text to speech for personalised self-service
Noble Messenger: Outbound broadcast messaging for ‘agent-less’ programs
Noble QA: Screen capture, agent monitoring & agent scoring for advanced quality assurance
Noble Recorder: Digital Voice & Screen Recording Systems for quality assurance & quick, easy file archiving & retrieval
Noble Interaction Analytics: Analysis of recorded data to identify trends & improve quality
Noble Data Analytics: Best Time to Contact, Best Channel to Contact, & Contact Strategy Planning to optimise contacts and results
Noble ShiftTrack WFM: Robust forecasting & staffing management solution
Noble Compliance: Database & system security options and DNC List Management to help meet regulatory and industry compliance standards
Noble ERMS & Web: Email & Web-enabled Management for multi-channel contacts
Noble Universal Queue: Unified queue for voice, fax, email, & web contacts
Noble CTI BAG: Blended Agent Gateway integrates Noble with your existing PBX
Noble Remote Agents: Offsite & work-from-home agents for more staffing flexibility with full control of agent activities – wherever they are located
Noble DR: Archiving and storage solutions, and data replication and system redundancy for disaster recovery and business continuity
Noble Personal Script™: Patented script recording technology helps improve agent performance and script adherence
Noble Payment Processing: Credit card authorisation & check-by-phone processing
Noble iPBX: Software-based phone systems with all of the ‘big box’ features, without the big price tag
Noble WISE: Web Interfacing Services to import/export data via SOAP
Noble Salesforce.com Integration: Embeds the Noble Agent tools within the Salesforce.com desktop to improve sales representative efficiency

“Noble is a completely integrated solution. Everything you want for your contact centre technology, Noble offers. We don’t have to look at different vendors, because it is all in the Noble Solution. And, there is only one system to learn and to support.”
When you invest in a Noble Systems solution, you are not just buying the leading call automation products. You get a total contact centre management solution, customised to meet your goals and business needs. Noble Systems’ value proposition includes a highly attentive client-centric network of service professionals to ensure that you realise the maximum benefits from your installation. Noble’s Client Services organisation offers Technical, Educational and Consulting Services for the life of your investment, from the initial pre-sales consultation to ongoing account management and customer support – all designed to help you optimise your contact centre technology and business operations.

Noble® CARE
One of the most significant elements of Noble Systems’ turnkey operation is our superior Hardware & Software Support offer. Noble understands the importance of providing an integrated source of attentive and effective support and offers full service support and maintenance options that are renewable on an annual basis. The in-house Noble CARE® Support Team provides expertise in the operations and troubleshooting of our products and other call centre components. Clients with active support agreements have direct access to our knowledgeable engineers, with the comfort of around-the-clock services. You can depend on us for responsive technical support.

Noble® UNIVERSITY
Noble® UNIVERSITY offers educational programs which are designed to help you get the most out of your investment in our technology. Our training packages are tailored to your needs, allowing you to select from a number of courses that will help enhance Noble’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. From initial System Management training to advanced courses, our curriculums are focused on helping our users become self-sufficient to manage their Noble solution internally and to meet their contact centre goals.

Noble® PRO
While every contact centre is unique, common opportunities and challenges run through each organisation. With over 20 years of organisational experience in the industry, Noble Systems understands the day-to-day operations, and the complexities of matching technologies, people, and processes with the long-term goals of contact centres. Built upon the knowledge and expertise we have gained from working with a diverse set of industries and applications, our Noble® PRO services are tailored to the needs of contact centre environments. Our focus is to distinguish each client’s individual business needs and then share our know-how and resources to help them capitalise on new business opportunities and improve the performance of their customer contact operations.