

# Noble® SmartEngage

Salesforce Integration Unifies the Rep Desktop & Improves Speed-to-Lead and Service Response

Noble Systems allows Inside Sales teams and Service organizations to combine SFA /CRM with outbound and inbound contact automation to benefit from integrated technologies, enabling them to seize on new sales or service opportunities, increase speed to lead, decrease response times, close more business, and grow sales and service revenues. Noble® SmartEngage, our integration to Salesforce.com, gives inside sales teams and service groups the ability to handle customer contacts with ease, without having to learn a new environment, by embedding our award-winning telephony controls into the Salesforce.com workspace, creating a single view for reps to execute their day-to-day activities.



With Noble and Salesforce.com, your inside sales teams and service representatives have the ability to handle customer contacts with ease, without having to learn a new environment. They can work within the Salesforce CRM software they are familiar with and have one-click access to a range of contact management tools – without having to switch between programs, perform manual look-ups, or make customers wait while they try to find information – resulting in more satisfactory transactions and helping increase productivity.

The Salesforce.com Open CTI allows Noble Systems to embed our telephony controls directly into the CRM workspace, creating a unified desktop for sales and service reps to execute their daily activities while making use of Noble's award-winning premise and cloud contact center productivity tools.

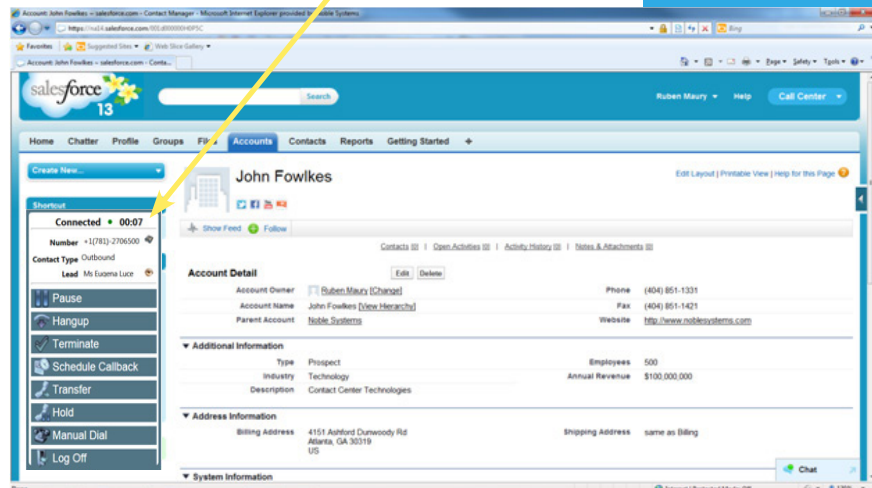
## Highlights:

- Efficient UI with the Salesforce.com Agent Desktop featuring the Customizable Noble Contact Toolset to streamline agent navigation and workflow
- Improve Data Management with real-time data synchronization to eliminate duplicate data entry
- Integrated Soft Phone and single click access to agent tools such as dial now, callback and callback scheduling, transfer, hold, pause, etc
- Unified desktop to quickly launch multi-channel communication functions, such as Voice/ Screen Recording, Voice Messaging, Email, Routing, etc

**Noble ENGAGE allows your sales and service reps to work faster and smarter, eliminating extra actions and streamlining workflows:**

- Dial a number, Answer a call, Schedule a callback, Transfer a call, etc.
- Handle customer contacts more effectively
- Eliminate switching between programs, manual look-ups, and making customers wait while reps try to find information
- Increase customer satisfaction and improve productivity
- Additional benefits include: Regulatory Compliance, Campaign Management, Call Recording, Dropping Voicemail Messages, Quality Control, Sales Performance Reports, and more

*Unified Agent Workspace: Salesforce.com with embedded Noble® contact tools*



- Available on Salesforce's AppExchange
- Screen Pop with direct access to customer records
- Unified Agent Desktop
- Integrated Softphone for on-demand calling
- One-click Omnichannel Contact Features (enable, disable, click-to-dial, transfer, emails...)
- Contact Management with Call Recordings, IVR, Messaging, Routing...
- Contact Logs for complete contact histories
- Data Dips into apex (via exposed web services)
- Available for Noble's Premise & Cloud solutions
- And much, much more