

# NOBLE® Inbound 100

**100%** Inbound  
**100%** Complete  
**100%** Uptime SLA\*



**Noble Inbound 100** wraps all of the tools businesses need to improve the customer experience, increase speed of service, and reduce costs into a single-source, unified solution. A **100% service level\* guarantee** provides the reliability and performance that is critical to inbound service organizations.

Available for both cloud and premise deployments, **Inbound 100** delivers an all-in-one platform to address the specific needs of the inbound market.

- Inbound Management
- Multichannel Contacts
- Intelligent Routing
- Agent Workflow & CRM Integration
- Interactive Voice Response (IVR) & Text to Speech (TTS)
- QA & Recording
- Callback Handling
- Workforce Management
- In-Call & Post-Call Analytics
- Real-time Web-based Management Dashboards & Reporting

**Inbound 100** features exclusive, patent-pending tools available only from Noble Systems that help companies lower costs and improve service.

- **Smart Accept™** dramatically shrinks the average speed to answer (ASA), decreases telecom costs, and provides a better customer experience
- **Smart Recover™** significantly reduces dropped calls for systems deployed in a Cloud architecture

The system is available in two configurations, including a basic inbound contact management system and a more robust integrated platform. Bundled “Fast Start” options allow for faster and lower-cost implementations and a more immediate return on investment.

**Noble Inbound 100** expressly serves inbound enterprises, presenting a streamlined user experience in the *most complete solution from a single vendor.*



100 %  
Inbound



100%  
Complete



100%  
SLA\*



Cloud &  
Premise



Patented  
Technologies

**Noble's 100% SLA\*** guarantee is unmatched in the industry, delivering business-critical reliability & performance.

# Noble® Inbound 100

Noble Systems has over 26 years of experience in delivering smart call center technology that dramatically improves productivity, and has been named the Outbound Market Leader for each of the past three years. With Noble Inbound 100, we are using our track record of innovation and our proven underlying technology to address the specific needs of the inbound market.

**Dynamic Routing & Priority Queuing** – Intelligent routing rules and menu options allow you to define routing based on caller inputs, assign skills and set priorities, manage call overflows, and process calls more efficiently to achieve more first-call resolutions, increase agent productivity, and improve customer satisfaction

**Agent Scripting, Screen Pops & CRM Integration** – Create custom agent scripts and workflows with our desktop builder, and push caller information directly to the agent desktop with ANI database lookups for reduced call handling times and more efficient service, or integrate directly with Salesforce.com and other CRM platforms

**Multichannel Queue Management** – Managers can view the inbound queue for all contact types (voice, email, SMS, web, social media), see real-time agent status, and receive automated audio and visual alerts for service level compliance

**Real-time Performance & Results** – Interactive, web-based dashboards and reporting give managers access to key information, as resources, length of time-in-queue, call results, IVR selections, etc, wherever they are, for more informed decision-making and more effective program management

**Advanced Contact Handling Features** – Internal/External transfers, call overflow, conferencing, remote agents and managers, recording, and monitoring, and our exclusive Smart Accept option to reduce ASA and abandoned calls are just a few of the full-range of features available with Noble Inbound

**Customer Self Service & On-Hold Management** – Noble's inbound services can integrate with interactive voice response (IVR) tools and text to speech (TTS) and automated speech recognition (ASR) to support custom on-hold messaging by ANI/DNIS, access to account information for customer self-service, and voicemail and customer callback requests from the on-hold queue

**A Total Solution** – Noble offers the ability to add-on even more functionality with quality assurance, real-time and post-call speech analytics, workforce management, payment processing, decisioning tools, and more, for a total inbound contact management platform



1.888.866.2538 x1300 | [info@noblesystems.com](mailto:info@noblesystems.com)

[www.noblesystems.com/inbound100](http://www.noblesystems.com/inbound100)

Noble Inbound 100 is the ideal all-in-one solution for inbound-centric enterprises, including customer service, direct response, help desk, order processing, & more.

## Why Noble?

- **Industry Experts**  
26+ years of innovation
- **Global Reach**  
4000+ clients, in 30+ countries
- **Customer-Centric Culture**  
2,500+ member user community
- **Industry Pioneer**  
exclusive, patented features
- **Effective Solutions**  
2 billion+ cloud calls processed
- **Reliable Results**  
customers enjoy 100% SLA

\*100% Uptime SLA requires Noble Cloud deployment; SLA for premise installations is dependent upon configuration.

## 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 each day. Noble offers a unified suite of multi-channel inbound, outbound, and blended contact processing, strategy planning, and resource management tools for companies of all sizes. Our premise, cloud, and innovative premise/cloud hybrid platforms include ACD, predictive dialing, blended processing, recording and monitoring, IVR, messaging, interaction analytics, and workforce management. Call 1.888.8.NOBLE.8 or visit [www.noblesystems.com](http://www.noblesystems.com).

Copyright © 2016 Noble Systems Corporation. All rights reserved. No part of this document may be reproduced in any form or by any means without written permission from Noble Systems Corporation. Noble Systems, Noble, Compass, Maestro, the Inizio, Anical and Libration are registered trademarks of Noble Systems Corporation. All others are property of their respective owners. While every precaution has been taken to ensure the accuracy of the information contained in this document, Noble Systems Corporation assumes no responsibility for inadvertent errors or omissions. The information contained in this document is subject to change without notice.

**NOBLE SYSTEMS**  
CUSTOMER CONTACT TECHNOLOGIES

Americas: +1 404 851 1331 ~ 1 888 866 2538  
APAC (AUS): +61 2 8222 0500  
EMEA (UK): +44 0 161 772 7100

[www.noblesystems.com](http://www.noblesystems.com)