

Noble® Conversations Analytics

Advanced Speech & Performance Analytics

Noble® Conversations Analytics leverages large volumes of recorded conversations to gain actionable business intelligence. As part of a unified platform, Noble makes it possible to use the analyze call recordings to spot trends, identify underlying reasons for customer calls, improve your quality assurance programs, measure script adherence, determine training needs, and much more. Noble gives you robust performance management capabilities with key analytic functionality so you can uncover what is affecting your KPIs, develop solutions, provide proactive responses, and track effectiveness at an agent level.

Share the Right Knowledge with the Right People

Your contact center captures the conversations occurring between your agents and your customers. But, trying to make sense of this raw data can be a rather daunting task. Getting it into the hands of those who need it most can be even harder to do. Noble Conversations Analytics allows your contact center to capture, synthesize and disperse the business intelligence locked inside your customer communications. Simply put, we get the right information to the supervisors and analysts who can use it to affect change.

Learn and Improve from Every Conversation

Whether you need to increase resolution rates, manage handle times, find compliance breakdowns, or address other challenges within your center, the power to solve these problems is within your customer conversations.

- How are my agents interacting with customers and are my customers satisfied?
- How are we performing against key initiatives?
- Are we adhering to proper protocol on every customer conversation?
- What best practices can we elevate?

With Noble, finding answers to these questions is easy. You can structure searches to find any words or phrases you can think of, without being restricted by a dictionary. Once you have found what you are looking for, simply save that structured search and use it to run reports and establish trends.

Saved searches can also be used to generate quality initiatives that become the areas in which your agents' performance is scored – so you can ensure that their performance aligns with goals. Noble further simplifies the process by using 100% of your captured communications to generate agent scores, and categorizes events so you can always find a conversation for a specific agent, on a specific topic. Once you find the right communications, you can drive agent performance with meaningful coaching through initiative-focused scorecards and coaching forms.

Defining and tracking metrics as they relate to agent performance lets you go beyond behavioral issues to find business processes and procedures that might stand in the way of achieving goals. Noble gives your company the tools to make critical changes that can help decrease costs, increase revenue, and improve customer experiences.

Noble Conversations Analytics addresses the most common business needs without complicated analysis or custom reporting:

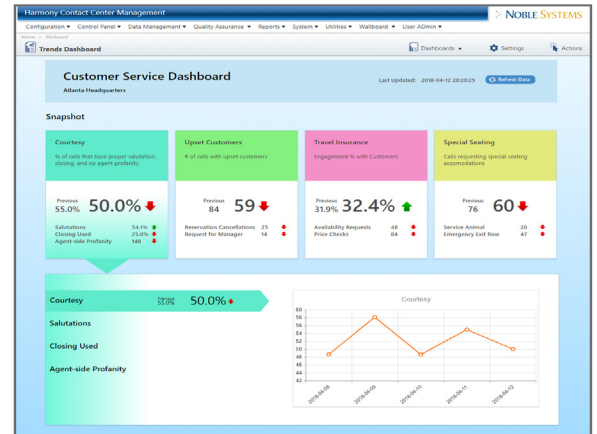
- User-defined analysis so you can look at what you need when you need it
- Simplified customer communication analytics for rapid implementation & fast business results
- Initiative-driven quality scorecards with built-in coaching forms
- Powerful tools focused on quality management
- Performance applied to strategic initiatives drives business process improvement starting at the agent level
- Easy implementation
- Affordable licensing based on the numbers of agents & users

*The World's Smartest
Contact Center
Technology Company*

Noble® Conversations Analytics

- Fully Unified Platform : integrated solution combines the power of Noble's agent desktop, recording, speech analytics & reporting into a single platform
- Ad hoc searches : search across all your content, even for specific or unique terms to the given situation; no pre-set dictionary is required, enabling searches across 35+ languages & any volume of content, without restrictions
- Inquiries : user defined audio searches that are tailored to your business, combining filters, metadata and time/date parameters to define highly specific and relevant searches
- Agent Monitoring for Compliance to Scripts & Programs : automatically screen up to 100% of recorded calls to find out immediately how agents are performing on key metrics, including compliance & positivity results
- Intuitive User Environment : easy to use for both casual users & power users

- Casual Users can conduct ad-hoc mining of calls based on a combination of call attributes & speech analysis
- Power Users can perform very detailed audio investigation using the same capabilities



Customer Service Agent Metrics
Atlanta Headquarters

Name	Solutions (%)	Closing (%)	Special Seating Req.	Upset Customers	Agtr Profanity
Enterprise	53%	26%	63	53	0
- Atlanta	55%	28%	14	11	0
Bob Smith (0001)	33%	20%	3	3	0
Carol Duran (0004)	67%	17%	1	0	0
Jeanne Dause (0005)	33%	33%	2	2	0
Kelly Host (0003)	33%	40%	1	1	0
Paula Williams (0007)	0%	40%	1	1	0
Phil Jordan (0008)	67%	17%	2	1	0
Robyn Johnson (0002)	100%	20%	2	2	0
Ty Cattelman (0008)	100%	40%	2	1	0
Manchester	64%	27%	9	9	0
Malbourne	43%	20%	15	13	0
Oklahoma City	29%	29%	12	7	0
No site	65%	30%	13	13	0

Inquiry Builder

Search Phrases and Conditions

ANY | DO APPEAR | at least 1 | times

anywhere in the call

PHRASE | qualify | confidence 40 | speaker Agent

Criteria Preview

ANY | DO APPEAR | at least 1 times | anywhere in the call "qualify" (AG Agent)

“ We use Noble Analytics as a part of our integrated contact strategy. It enables us to manage teams more effectively and to pinpoint areas for improvement and better coach our agents. ”

ABOUT NOBLE SYSTEMS CORPORATION

Noble Systems Corporation is a global leader in the customer communications industry, providing innovative solutions for Contact Center, Workforce Engagement, 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 omnichannel inbound, outbound and blended contact processing, strategy planning, and resource management tools for companies of all sizes. Our premise, cloud and innovative hybrid platforms include ACD, predictive dialing, blended processing, recording and monitoring, IVR, messaging, interaction analytics, workforce management, and gamification. Call 1.888.8.NOBLE.8 or visit www.noblesystems.com.

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NOBLE SYSTEMS

CUSTOMER CONTACT TECHNOLOGIES

Americas: +1 404 851 1331 ~ 1 888 866 2538
APAC (AUS): +61 0 3 9008 1700
EMEA (UK): +44 0 161 772 7100

www.noblesystems.com