

The logo consists of three small white dots arranged in a triangular pattern to the left of the text.

# NOBLE SYSTEMS

Customer Contact Technologies

# Pioneering Contact Centre

for more than

# 20 years

Noble Systems is a global leader in the contact management industry, providing the world's best 'total solution' value in call centre and customer contact technology. Every day, millions of customer contacts around the world are handled using Noble's feature-rich contact centre management solutions.



*Noble Systems' contact centre management is the market leader in product maturity, richness of features, value & state-of-the-art technology.*



*- Gartner Group*



*Noble Systems excels in many areas, including responsiveness to customer needs, providing value added services ensuring better ROI and product life cycle cost benefits for customers, enhanced quality and reliability of products and technological innovation and leadership to address critical customer needs.*



*- Frost & Sullivan*



# Technology

## The Challenges of the Modern Contact Centre

Budgets tighten. Environments expand and contract. Technologies change. Workforce turnover rises. Programmes are more difficult. Regulations grow in complexity. Whether you are an executive, a team leader, an IT director or a marketing manager, you are all too aware of the challenges.

## Noble Systems can Help

- Productive agents handling more calls – and getting more results.
- Professional agents exceeding service levels and performance goals.
- Proficient managers with analytical tools that give them confidence in their workforce.

Noble's outbound dialling, inbound queue management, call blending, reporting, recording and VoIP solutions deploy smoothly and carry little risk. It's no wonder more and more companies rely on Noble for managing their contact centre operations.

*Agent productivity is the greatest gain. As a whole, our company is using 25%-30% fewer agents while making gains in revenue. We also have a clearer picture of what our agents do on a day-to-day basis from our increased reporting functionality.*

*Noble's all-in-one solution gives us more features – call blending, digital recording, list management, compliance, reporting, transfers, screen pops, and more – that really give us a business advantage. We can easily transition from one programme to another, without downtime.*

## Partner with a Proven Industry Leader

Investing in a contact centre technology solution is a big decision for any organisation.

Noble Systems has been delivering scalable, flexible solutions that build performance and productivity, improve the quality and effectiveness of customer contacts, and reduce costs for more than 20 years.

Whatever your business needs or size, Noble Systems can help you find the solution set that meets your functionality requirements and offers the right fit for your contact centre, for your current needs and in the future.



*Noble is very effective in managing our day-to-day operations. We can ensure that agents are productive, give our managers the information they need to make decisions and serve our customers better.* ”





Noble makes automation financially viable to a broader spectrum of businesses. Whether your contact centre employs a staff of hundreds or a part-time team, Noble revolutionises operations. With blended capabilities, agents gain the flexibility to simultaneously work outbound and inbound projects. By consolidating departments with Noble, customers can further reduce overhead cost, and for companies with multiple contact centres, Noble coordinates customer interactions across locations and simplifies resource allocation.

Noble gives you the choice of building a unified, single-source customer contact platform or selecting a best-of-breed point solution to fit seamlessly into your current environment. No matter which option you choose, Noble's robust functionality empowers clients to design sophisticated campaigns without programming, leverage real-time decision making tools, achieve ultimate agent productivity, increase agent retention and maximise campaign performance and results.



*I would recommend Noble Systems to anyone. We have increased overall productivity by 150%-200%. Lead generation is up 250%. I can manage agents more effectively with real-time status, live monitoring and detailed reporting.*



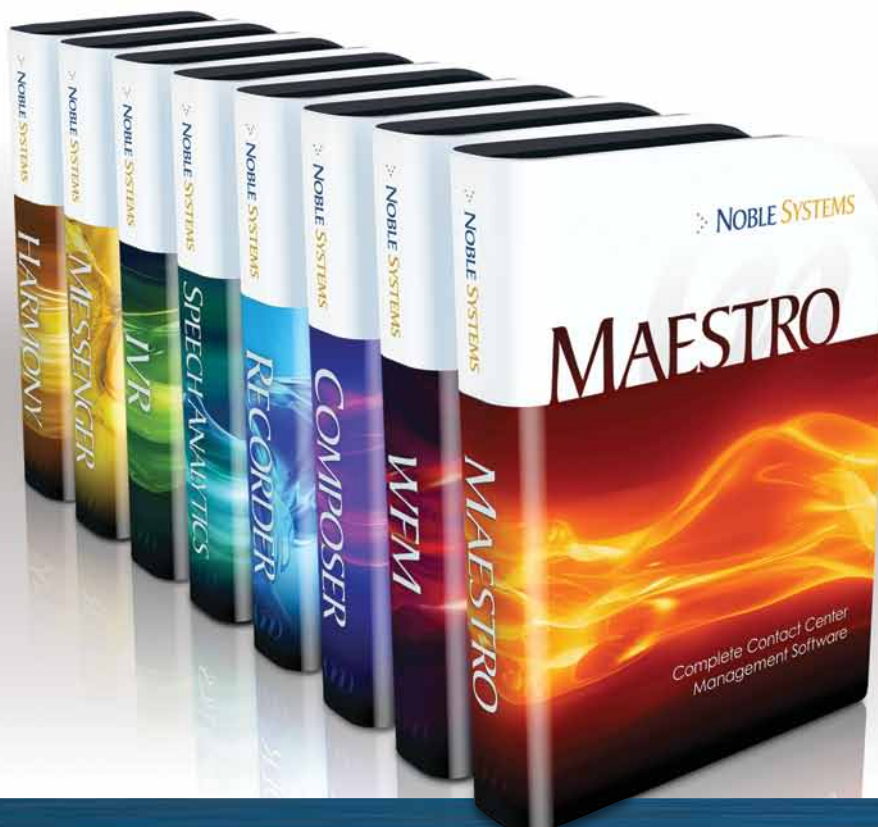
# The Noble Solution

Noble Systems offers a range of contact centre solutions to meet the needs of small, mid-size, and enterprise organisations with state-of-the-art hardware and software components to deliver high performance, reliable computer telephony and contact centre management applications.

- **Outbound Dialling**
- **Inbound ACD**
- **IVR**
- **Automated Messaging**
- **Unified Desktops**
- **Recording**
- **Monitoring**
- **Quality Assurance**
- **Workforce Management (WFM)**
- **Email & Web Services**
- **Intuitive Management Portal**
- **Real-time Reporting**
- **SIP & TDM Environments**



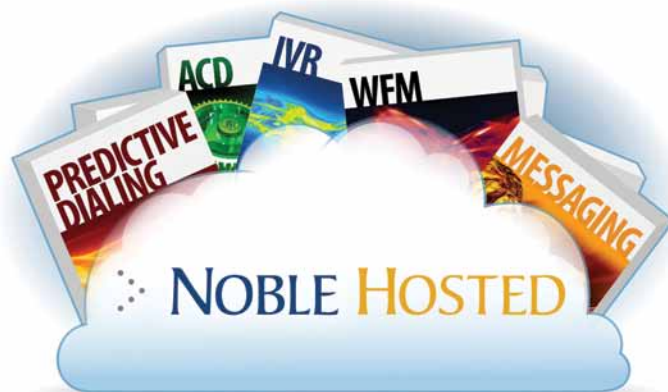
*Our Collections Centre reduced costs by 90% and increased average collections by 400% per month. Our Patient Services Centre increased outbound calls by 170% and inbound calls by 123%. All this was achieved with the same number of agents. The system paid for itself within one month.* ”



# A Solution for Any Business

Noble's award-winning solutions are helping a wide range of contact centres make business progress. For growing enterprises that need to rapidly adapt to new opportunities, Noble represents an uncommon value proposition. Our technology and services provide an unmatched range of features and financial impact for your investment.

- **Appointment Setting**
- **Collections**
- **Communications & Media Services**
- **Education**
- **Financial Services**
- **Fundraising/Non-Profit**
- **Healthcare**
- **Market Research & Surveys**
- **Mortgages**
- **Newspaper & Publishing**
- **Outsourcers**
- **Sales & Telemarketing**
- **Travel & Transport**



Noble Systems is an industry leader in providing comprehensive and affordable customer interaction management solutions. When you invest in Noble, you are not just buying the leading call automation product. You get a total contact centre management solution, customised to meet your goals and business needs, and a highly attentive client-centric network of support professionals to ensure that you realise the maximum benefits from your installation.



*With Noble's distributed environment, we can support multiple sites with remote agents and even work from home staffers. It doesn't matter where they log-in from, we can manage all of our agents as if they were sitting right next to us.* ”

***Are you ready to increase agent productivity, improve the overall performance of your centre & reduce your costs?***

***Noble Systems can help you do more, do it better, and do it for less.***

**Contact us for your  
FREE Business Assessment  
and let Noble Systems help  
you grow your business.**

**Noble Systems is your global partner for contact centre technology solutions**

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