

Noble® Composer

Customized Agent Desktops & Workflows

Noble® Composer takes agent desktop design to the next level, making it easier than ever for contact center managers to build sophisticated web-based and windows-based agent screens and to unify the agent desktop environment. Composer gives users the versatility and accessibility of a desktop design kit with graphical layout tools. In addition to the Noble scripting features, Composer supports a variety of desktop and development environments, giving agents access to consolidated information from multiple sources in a single user interface, reducing call handle time and improving customer service. Composer is easy to learn for both managers and agents, so your team members can get to work quickly, with minimal product training.

Enhance Customer Interactions and Improve Service

Communicate with your customers faster, and provide them with personalized service for one-to-one marketing strategies. A variety of options – such as payment processing, appointment setting, call transfers, soft phone features, IVR menus, personalized messaging, software integration, and more – help enrich the customers' experience.

Create New Scripts & Workflows with Customized Features

Managers can create advanced applications quickly with our intuitive design toolkit, including sophisticated applications, screens, and scripts. Our point-and-click environment helps you build customized workflows without advanced programming knowledge or expensive technical assistance, and allow you to view and simulate a script as you build it.

Get the Flexibility of Windows & Web-based Desktops in a Single Design Tool

Composer supports windows-based and web-based Agent Desktops, and campaigns can be designed for use in both environments. The Web Agent uses Microsoft's Windows .NET framework to ensure unmatched flexibility, and supports all major browsers and operating systems. Because it functions in a web-based environment, agents can access the application from any location through a broad array of desktop and mobile devices, seamlessly integrating work-from-home agents and off-site personnel. In the event of a web outage, the system can revert to the Windows desktop to maintain productivity.

Improve Agent Efficiency with Easy-to-Use Functionality

The designer allows users to build-in toolbars, drop-down pick lists, and data fields that help streamline agent workflow. Agents navigate easily through scripts and workflows with screen pops, required fields, comments sections, help tables, etc, putting all of the tools they need to work efficiently at their fingertips. For each interaction, the system automatically pushes the right information to the agent desktop, with the right workflow and customer records for each campaign and channel (voice or non-voice), eliminating the need for agents to manually switch between programs or look-up records.

Unify the Agent Desktop to Save Time & Reduce Costs

Give your agents access to multiple datapoints with our emulation and integration tools. You can create a single interface to integrate external applications, including optional 3270/5250/VT100 emulation, custom dlls, executables, OCX, ActiveX, .Net development environments, & more. Agents can launch webpages, receive screen pops from databases, automatically transfer to other applications, and have the look and feel of familiar systems. With a reduced learning curve and the ability to work more efficiently, agents can increase productivity. Agents can also handle multiple voice and non-voice (email, SMS, web chat) sessions concurrently, based on custom user rules and assignments, to further reduce agent waiting time and optimize agent utilization.

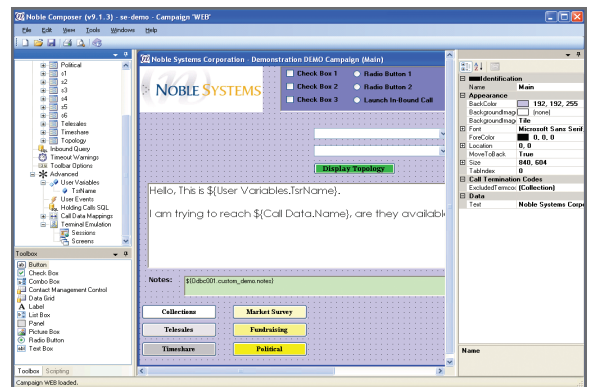
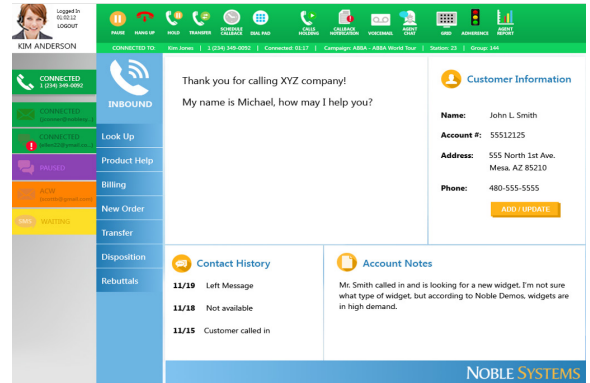
- Custom script & workflow designer to help your agents work more efficiently
- Consolidated toolkit to create Agent Desktops for both Web & Windows environments
- Intuitive Desktop Builder tools offer ease-of-use to build new scripts quickly & easily, without the need for advanced programming
- Flexible Agent Desktop screens with point-and-click navigation and easy access to call tools, assignable by campaign
- Database integration and web services push customer information to the agent desktop for faster service

“ Noble allows us to integrate directly with our CRM system. Agents receive basic information for cold calls, and detailed records for customers. Our agents have all the information they need on their desktops to work more effectively. ”

Noble® Composer

- Graphical Desktop Design Toolset for WinForm & Web Agent Applications in a Single Designer: point-and-click, mouse-driven tools for building screens
- Unified Agent Desktops: emulation and integration with 3270/5250/VT100 (optional with Noble Mimic), custom dlls, executables, OCX, ActiveX, .Net development, webpages, integrated softphone support, and more
- Web-based Desktop & iFrame Support for Multiple Browsers* and Operating Systems: including Explorer, Firefox, Chrome; Windows, Linux & Mac OS X
- Campaign Specific Selections: Give each campaign its own branding and functionality with Colors, Graphics, Messages, On-line Help Windows, Built-in Math Functions, Data Validation, Language Localization, & more
- Customizable Fields: screen pops, text boxes, radio buttons, check boxes, list views, etc
- Scheduling & Appointment Setting, Payment Processing, Call Recording (agent and line side), Application and Webpage Launch Options by Script
- Multi-level Logical Script Branching, Conferencing, Internal/External Call Transfers, Inbound Call Holding, Cut/Copy/Paste Clipboard Options
- Graphical Database & Look-up Table Creator to Embed Database Data in Scripts: data exchange and web services from third-party applications to the Noble Agent Desktop
- Contact Management System: Personal Contact Manager Grid allows agents to manage accounts while moving seamlessly between predictive, preview 'push-to-connect' dialing
- Multi-session Agent Assignments: allow agents to receive multiple sessions simultaneously, including voice, email, SMS, web chat, etc, with user-defined rules for the number and type of sessions allowed for each agent and each channel
- On-the-Fly Script & Workflow Adjustments, Built-in Script Testing Tools & Agent Simulation/Training
- Campaign Import/Export Utility to Share Campaigns & Tables Between Hosts
- Integration with Noble's Multichannel, Best Time to Call, Messaging, IVR, Text to Speech, Personal Script Functions, & Management and Reporting Tools
- Advanced Security Features & Lightweight Directory Access Protocol (LDAP) Support: LDAP service integration allows single sign-in and simplified user administration
- Advanced contact management strategies to improve right-party contacts, increase productivity, and maintain compliance with TCPA, DNC, and other regulatory guidelines

*Some features/functionality may vary by browser or may require separate licensing; ask your account manager for more details.



“ With Composer, we have created custom screens with a look and feel that is familiar to our agents, and have found it very much to our liking. Our agents learned the system very quickly. ”

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 CPE, CaaS 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.

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