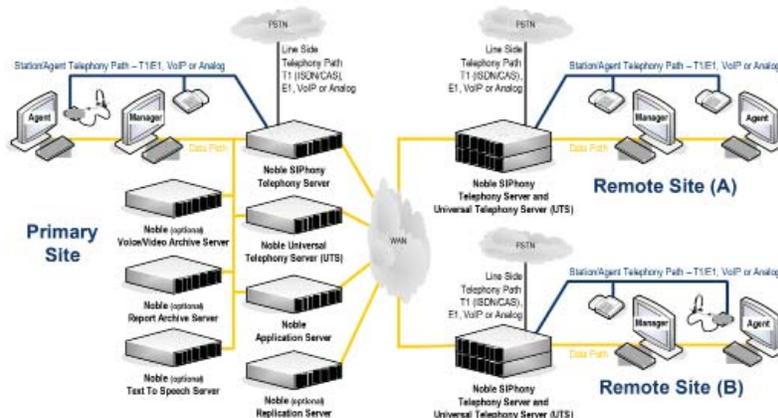# Noble® VoIP

Voice over IP Platforms for Increased Cost Efficiencies

Creating Call Centers Without Walls. The Noble® VoIP (Voice over IP) solution helps companies take advantage of new cost-saving technologies by using the internet as a global telephone network. Our native VoIP architecture is ideal for supporting remote or off-shore telecom routing configurations to distributed agents and virtual contact centers.

The VoIP architecture helps companies create 'Call Centers without Walls' – supporting completely flexible environments for distributed deployments, including multiple sites, remote agents, and off-shore centers. The IP-based infrastructure allows companies to use their existing bandwidth more efficiently – almost doubling the capacity – while reducing overall telecom costs.

Noble VoIP also reduces hardware and software costs by using a centralized platform and sharing agent licenses across locations – there is only one system to manage and support. IP telephony allows companies to consolidate voice and data traffic on the data network. Users get the benefits of VoIP while maintaining all of the standard TDM features and applications for routing, reporting, and agent productivity.

Noble's native VoIP solution does not require an external gateway. The flexibility of our solution enables users to mix environments, such as supporting the use of both TDM and VOIP technologies. Noble supports SIP protocols, including phones and softphones.

Top Reasons for Moving to an IP-based System:

Easier Network Management	30%
Transport Costs Internationally	27%
Remote Agents	18%
Better Features	11%
Transport Costs Domestically	9%
Other	5%

NOBLE SYSTEMS
CUSTOMER CONTACT TECHNOLOGIES