

Choose Your Cloud Wisely

How To Decide Which Cloud-based Provider and Features are Right for Your Contact Center.

Cloud-based call center solutions offer businesses incredible scalability, business continuity and efficiency at a lower Total Cost of Ownership – but only if you're getting the features, flexibility and reliability you need to operate at or above your current level. Here are some things to ask when considering the cloud.

Noble® Cloud Solutions

- ✓ Noble® Cloud solutions share the exact same patented code base and 100% of the award-winning features as our enterprise-grade premise platform
- ✓ Unmatched 100% uptime SLAs
- ✓ No hardware overhead expenses
- ✓ Options for disaster-recovery, hybrid or full-suite cloud deployments
- ✓ Omnichannel queues, outbound dialing, inbound ACD, skills-based routing, IVR, recording and more
- ✓ Customizable agent desktops and streamlined workflows
- ✓ Fully integrated, mobile-accessible management console for keeping track of service level and strategy
- ✓ Real-time agent and system monitoring and results reporting
- ✓ CRM, collection software, web services, API and other data integrations supported
- ✓ Workforce management and data and speech analytics options
- ✓ PCI-DSS and SSAE compliance



IS THE CLOUD SOLUTION FEATURE RICH?

Just because a trusted company offers a cloud option doesn't mean you'll get the features you get from their premise-based solution. Some offer cloud deployments with only a fraction of the functionality.



DOES IT OFFER ELASTIC CAPACITY FOR ALL?

Not all clouds are equal. Make sure your choice can expand agent seats on demand for both inbound calls and outbound messaging to support volume spikes and busy seasons.



CAN YOU TRANSITION AT YOUR OWN PACE?

Sweeping changes can be costly or disruptive. Choose a provider that lets you plug into the cloud at your own pace—whether adding off-site agents, opting for a hybrid mix or going all-in—so you can leverage current tech investments and stay future-flexible.



ARE COMPLIANCE & DISASTER RECOVERY INCLUDED?

Your current service level depends on meeting legal and policy standards while providing consistent uptime in a crisis. Make sure your cloud provider meets any uptime, disaster recovery, PCI-DSS compliance, workforce, legal and quality management needs.