

Noble® Composer

Customizable Agent Desktops That Work for You and Your Agents

Our unified agent desktop gives your agents easy access to tools and workflows for omnichannel contact handling, helping them work more efficiently and increasing productivity.



Noble® Composer makes it easier than ever for contact center managers to build sophisticated agent screens and to unify the agent desktop environment. Composer gives users the versatility of a graphical desktop design kit. 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 & 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.

Improve Agent Efficiency with Easy-to-Use Functionality

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.

Get the Flexibility of Web-based Agent Desktops

The Web Agent uses Microsoft's .NET framework to ensure unmatched flexibility. Agents can access the application from any web-enabled location using an array of desktop and mobile devices, seamlessly integrating on-site, work-from-home agents, and off-site personnel.

Unify the Agent Desktop to Save Time & Reduce Costs

Create a single interface to integrate multiple datapoints and external applications into a unified workflow. All tools launch webpages, receive screen pops, automatically transfer to other applications, and reduce keystrokes. 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.

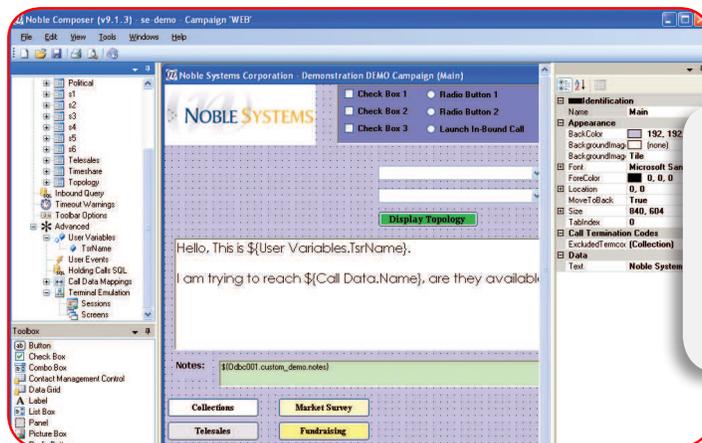


FEATURES

- ✓ Intuitive Desktop Builder tools create new scripts quickly and easily without advanced programming
- ✓ 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 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.

We were surprised by the power of Composer. It's so much more than just an interface between telephony and the agent. In addition to being a full workflow control tool, it offers a backup for our CRM. With the workflow management and unified desktops, we've been able to improve RPCs, improve customer connections, decrease hold times, increase ROI, and help create an overall better experience.



TRUST THE EXPERTS
HIGHLY SOPHISTICATED DESKTOPS MADE
INCREDIBLY SIMPLE. Help agents communicate
with customers faster and deliver personalized
service for one-to-one omnichannel marketing
strategies. Let us show you how it works.

The World's Smartest Contact Center Software Company

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