

Noble® Cloud

For Contact Centers That Demand Flexibility, Reliability & Efficiency

Confidence comes standard with Noble Cloud. Our industry-leading reliability gives you a 100% SLA and unbeatable security in PCI-DSS Compliant and SSAE-Certified datacenters. And, because all Noble technologies are built on the same code base, you get all of the features and functionality of our premise-based solution without the infrastructure costs and maintenance requirements.



The Noble® Cloud platform offers an alternative to traditional premise-based systems, delivering a complete contact center technology solution with all of the advantages of a cloud-based CaaS (communications as a service) infrastructure. Noble's unique offer is the only true enterprise solution in the market, giving you the full functionality of our proven premise Enterprise platform and the flexibility of a cloud service. Noble's cloud technologies can help you improve the management of your customer contacts and allow you to respond faster to new opportunities, in a platform that requires no initial capital expenditure and eliminates hardware overhead expenses.

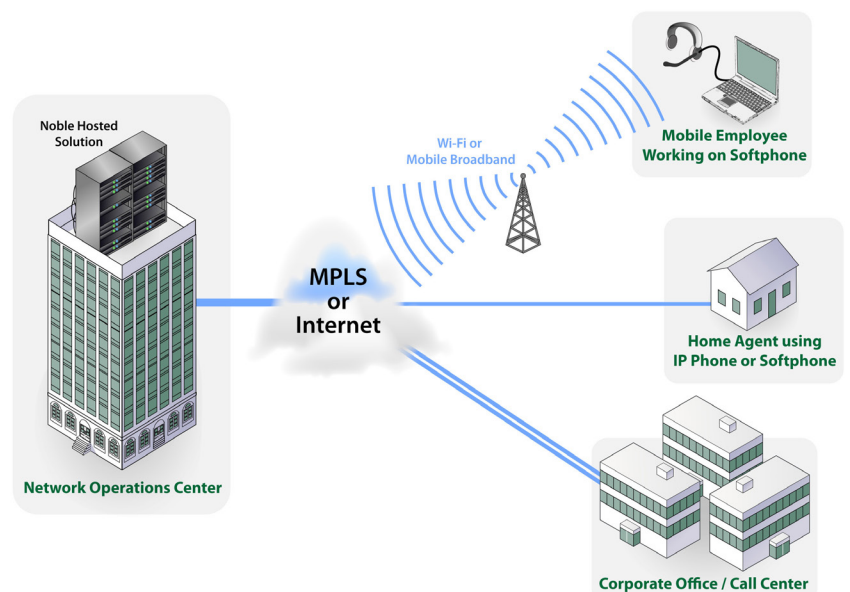
Experience the Power of a Full-Featured, High-Performance CaaS Platform

While many vendors offer limited functionality in their CaaS products, Noble Cloud is a complete contact center solution. You get all of the power and performance of our award-winning Noble® solution offerings in a unified platform, with an integrated management console for a single-point of entry to advanced features and management tools. Noble can help you achieve maximum productivity with outbound dialing, inbound ACD, blending, skills-based routing, IVR, call recording, agent and system monitoring, customizable agent workstations, workforce management (WFM), legislative compliance, results reporting, employee engagement, CRM/ collection software integration, and more.

The Noble Cloud solution is built on Noble's award-winning SIPhony platform, using a server-based design to eliminate the reliance on traditional proprietary telephony blades with limited scalability and lifespan, creating a longer-term investment with more flexibility for future growth. SIPhony's 'cloud-based' contact routing platform centralizes resources to support the agent network, allowing access from wherever your agents are located.

Get the Advantage of Working with a Proven, Industry Leader

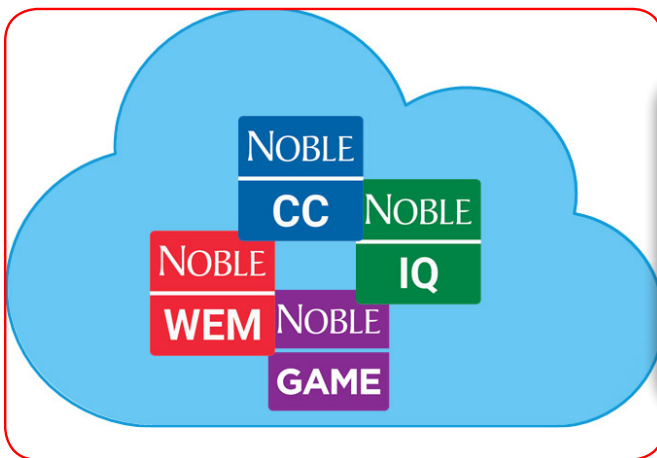
For more than three decades, Noble Systems has been delivering solutions that build performance and productivity, improve the quality and effectiveness of customer contacts, and reduce costs. Our unified solutions include the key software technologies that contact centers need most. Tens of thousands of agents at thousands of client installations worldwide conduct business using the Noble platforms for inbound/outbound/blended communications. Our solutions have been recognized across the industry for their leading-edge technologies, range of features, and superior performance and reliability. Noble Systems was the first vendor to offer an open, scalable, fully-distributed environment, allowing rapid development of custom applications to meet changing business demands, and the flexibility to integrate with third-party applications.



FEATURES

- ✓ **Faster Speed to Deploy**
Deploy new programs quickly with intuitive setup tools and wizards that are easy to learn and use.
- ✓ **ROI Friendly**
Eliminate on-site hardware requirements, reduce maintenance commitments and only pay for what you use.
- ✓ **Elastic Capacity**
Scale up or down as your needs change, managing your workforce expense to meet your business needs.
- ✓ **Compliance and Disaster Recovery**
Protect your customers with solutions that are PCI-DSS and SSAE compliant and include disaster recovery features.
- ✓ **Maximize Your Workforce**
Hire the best resources, regardless of geography, and connect them all with our intelligent networks.
- ✓ **Comprehensive Training and Support**
Get 24/7/365 support, ongoing training and full-service professional consulting as needed.
- ✓ **Future Proof Your Contact Center**
With our fully featured cloud solutions, you and your team will always have the latest contact technologies without the burden of manual upgrades or the cost of hardware and support staff.
- ✓ Outbound dialing, inbound routing, contact blending, IVR, system integration and more
- ✓ Flexible campaign management tools and customizable agent desktops
- ✓ Real-time agent and system monitoring, results reporting and workforce management
- ✓ Unmatched 100% uptime SLAs

Noble® Cloud gives you a true enterprise contact center solution, with best-in-class technology & performance, in a CaaS platform that fits into your financial & business strategies.



TRUST THE EXPERTS

ALL THE FUNCTIONALITY, NONE OF THE HASSLE.
Noble's cloud solutions are fully-featured omnichannel contact center platforms that give you the power to deploy quickly and scale on demand. You'll have all the functionality you need to power inbound, outbound or blended contact centers without the overhead of hardware and IT support. Let us show you how.

The World's Smartest Contact Center Software Company

Visit noblesystems.com or contact us to learn more:

info@noblesystems.com • +1.404.851.1331 or +1.888.866.2538, x1300