NOBLE SYSTEMS

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SERVICES

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Noble Client Services

Noble Client Services

Best-in-Class Support, Training & Consulting

When you invest in a Noble Systems solution, you are not just buying the leading call automation products. You get a total contact center management solution, customized to meet your goals and business needs. Noble Systems' value proposition includes a highly attentive client-centric network of service professionals to ensure that you realize the maximum benefits from your installation. Noble's Client Services organization offers Technical, Educational and Consulting Services for the life of your investment, from the initial pre-sales consultation to ongoing account management and customer support – all designed to help you optimize your contact center technology and business operations.

Noble® CARE: Ongoing Support

One of the most significant elements of Noble Systems' turnkey operation is the superior in-house technical team. Noble Systems understands the importance of providing an interconnected source of attentive and effective support. With a skilled, responsive in-house technical support team, full service support and maintenance options, and built-in system protection, the Noble CARE support team is here when you need us. Our technicians' primary focus is to make sure your call centers can keep doing their job, no matter what happens.

Noble® UNIVERSITY: System Training

Noble Systems' training programs are designed to help you make the most out of your investment in our contact center technology solution. Our training curriculum enhances the system's ease-of-use features and integration with the existing operating environment. With a comprehensive offering of on-site, classroom, and web-based training services, the goal of the Noble UNIVERSITY Training team is to make our clients self-sufficient to manage their solution.

Noble® PRO: Professional Consulting Services

Noble Systems offers a number of Professional Services to complement our solution, including project management, development and conversion assistance, continuing education training, and call center consulting. The Noble PRO services team is also available to help customize the solution to meet the client's individual contact center technology needs. We will work with you to create a Functional Design Specification that fits your business requirements.

Noble® Implementation Services

Noble Systems takes every precaution to ensure a smooth installation process with little required downtime, because we know the value of every dialing minute within the call center. Using our experience in installing thousands of systems, Noble has developed a standard and proven methodology for the successful completion of our implementations.

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