

# Noble® Implementation

## The Support You Need for a Smooth Start

Your contact center is critical to the productivity and everyday smooth operation of your business. You can't afford downtime. Noble's implementation services will get you up and running quickly, with minimal disruption to your operations.



***Every Noble® Implementation Services engagement follows a proven methodology to achieve successful project completion. We take every precaution to ensure a smooth installation process with minimal downtime, because we know the value of every minute within the contact center. From a Project Management planning perspective, we collaborate with you to set expectations in advance, identifying the responsibilities of each party, defining deliverables and required resources, and creating a plan that matches with the scope of the project and your unique requirements.***

Noble's implementation models have been refined and proven successful over thousands of installations. We will provide a Project Manager (PM) and a team of professionals for customization, installation and training on the Noble platform. The PM oversees the process, serving as a liaison between the client and Noble Systems. They work with the Account Manager, key contacts at the client company, and members of the Noble services team. Our project team will work with you to define a customized project plan that meets your target goals, sets expectations for the project, and identifies the necessary resources for on-time delivery and a smooth transition to the new system.

### Needs Assessment

The needs assessment provides an in-depth view of your business and its requirements for contact center technology. Your input is essential to developing a system tailored to your day-to-day operations, as well as your company's long-term strategic plans. By learning about your workload, operating environment, company direction and communication channel needs, we can design a solution tailored to fit your company's unique requirements and business structure. We create a Functional Design Specification for each project that details the specific software architecture, features and goals, and outlines the scope of work.

### Success Factor Identification

The implementation of your Noble solution is enhanced through the identification of Noble Systems' factors for success, including: Expertise in effectively applying technology; Demonstrated commitment to client care; Quality philosophy and processes; Know-how in contact center management; and Experience in planning and delivering on-time, on-budget client implementations.

### System Customization

We recognize that not all call centers have the same needs. Noble's building block approach allows you to select the options that best suit your business structure. Our product experts will work with you to create the foundation of your system design, with customizations that go beyond our core components and enhancement tools. Existing software applications can be modified and tailored to your specialized business needs and new applications can be developed to your specifications.

### System Configuration, Testing & Training

Noble Systems will deliver and configure your solution on-time and on-budget, based on the Project Plan. All installations are completed by Certified Noble Implementation Engineers. Testing occurs at milestones during the project to ensure system performance. A Noble Trainer will deliver on-site and classroom training following system installation. Additional courses are available through our classroom and web-based Noble UNIVERSITY curriculums to help you to further optimize the performance of your system.

“ We have confidence in Noble Systems as our vendor because each time we asked a question of the Noble team, it was answered immediately. Throughout the implementation process, they worked with us to make sure that the solution was tailored to meet our business needs.

**The World's Smartest Contact Center Software Company**

Visit [noblesystems.com](https://noblesystems.com) or contact us to learn more:

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