



Noble® PRO

Consulting Services for Bigger Picture Opportunities

All contact centers are unique in their structure and operation, but there are opportunities and challenges that are universal. At Noble Systems, we understand your day-to-day responsibilities and can help you look at the bigger picture, helping you achieve your long-term contact center goals and capitalize on new business opportunities.

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While every contact center is unique, common opportunities and challenges run through each organization. With over 20 years of organizational experience in the industry, Noble Systems understands the day-to-day operations and the complexities of matching technologies, people, and processes with the long-term goals of contact centers. Built upon the knowledge and expertise we have gained from working with a diverse set of industries and applications, our Noble® PRO services are tailored to the needs of contact center environments. Our focus is to distinguish each client's individual business needs and then share our know-how and resources to help them capitalize on new business opportunities and improve the performance of their customer contact operations.

Noble Advisory Services

Our Advisory Services help companies optimize the performance and productivity of their contact centers. Operational and Strategic Reviews look at your company's current key performance indicators, workflows, and technologies, as well as your business goals and strategic plans. Our professional consultants will present you with their findings and deliver recommendations and take-aways to help you identify and achieve KPIs, implement best practices, develop optimization strategies, leverage opportunities for improvement, and you achieve improved productivity and efficiencies.

Noble Enablement Services

In this era of multi-channel contact centers, IP technologies, and changing media strategies, Noble's Enablement Services help clients maximize their use of emerging and existing tools to improve efficiencies and results. Our expertise and collaboration can help you get the most from your technology investments by integrating diverse systems and applications into your existing infrastructure to create a seamless platform. With thoughtful planning, we can help you accelerate deployments to reduce implementation time and costs, set expectations for performance, and identify potential challenges to maximize efficiency and minimize risks.

Noble Remote Consulting Service

Noble's Remote Consulting Services provide streamlined programs for system setup and tuning that help clients conserve resources by relying on our professionals to configure and optimize their Noble solutions. Our remote consulting options offer pre-defined, all-inclusive engagements based on our most commonly-requested assistance projects, with assessment, design, set-up and deployment for a fixed price point. You are just a phone call away from applying our expertise to your center programs and resources.

Noble Residency Services

While each Noble platform is delivered with training and support services, some clients prefer the dependability of having a 'Seasoned Expert' on-site to maximize the daily operations of their systems. Our Residency Services are ideal for these situations, and fit the bill for both small companies with limited IT staff and for larger organizations with more complex strategies, allowing you to focus on strategic projects while drawing on the resources of a certified Noble solution professional. Our experts complement your existing staff for short, mid and long-term engagements and can range from system administrators to executive-level roles. Engagements can range from system administrators to executive-level roles.

FEATURES

- ✓ **Noble Advisory Services**
 - Technology & Operations Profile Analysis
 - Custom Engagements
- ✓ **Noble Enablement Services**
 - Implementation & Integration Services
 - Custom Engagements
- ✓ **Noble Remote Consulting Services**
 - Creation & Definition Services
 - Tuning, Configuration, Health Check & Upgrade Services
 - Replication & Fail-over Tests
 - Wireless List Management
 - Custom Engagements & Other Services
- ✓ **Noble Residency Services**
 - On-site Engineer
 - Short/Mid/Long-Term Interim Management
 - Custom Engagements
- ✓ **Tailored Services**

We get to know your business and your needs and then recommend services that help you capitalize on new opportunities.
- ✓ **Expert Advice**

Our consultants and partners are from within the contact center industry and deliver unbeatable expertise and knowledge.
- ✓ **Improved Decision Making**

With a detailed review and analysis of your current business and performance, we can help you refine and optimize your strategies.
- ✓ **Long-Term View**

By understanding your business goals and strategic plans, we help you design and implement strategies for future growth.

“ We enjoy working with the Noble PRO team and their corporate culture is very good. I can talk to them in laymens' terms, not in technical terms, and get an answer that I understand. They are knowledgeable, always available, and very responsive, and they work with you to find the right solutions.



TRUST THE EXPERTS

EXPERTS AND PARTNERS AT YOUR SERVICE.

Our experienced, knowledgeable consulting team can help you identify and capitalize on new business opportunities and improve the performance of your contact center operations. Let us show you how.

The World's Smartest Contact Center Software Company

Visit noblesystems.com or contact us to learn more:

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