

# Noble® UNIVERSITY

## Training Services Tailored to Your Needs

While our solutions are designed to be user friendly and intuitive, training will help make sure managers and agents are taking advantage of all features available to them and leveraging tools in the most efficient way possible.

NOBLE  
CARE

*Noble® UNIVERSITY offers educational programs that are designed to help you get the most out of your investment in our technology. Our training packages are tailored to your needs, allowing you to select from a number of courses that will help enhance Noble's ease-of-use features and integration with the existing operating environment. Classes are taught by our in-house team of Trainers, who work with our product every day, and not by a third-party provider. From initial System Management training to advanced courses, our curriculums are focused on helping our users become self-sufficient to manage their Noble solution internally and to meet their contact center goals.*

### Learn from Experienced Contact Center Training Professionals

The Noble UNIVERSITY Training team is built around a foundation of knowledge and familiarity with the contact center industry. Our trainers complete extensive product training and certification for all components of the Noble solutions. In addition, members of the Noble University team have previous experience inside call center environments, so they understand how our technology affects your business, and what you need to learn to manage daily activities and meet program goals.

### Gain Insight to Maximize Productivity & Efficiency

Each client is assigned a Training Specialist to work with Project Management during the development of your system. With a combination of insight and experience, Noble Trainers are certified to educate your managers, agents and in-house trainers on the solid fundamentals of the Noble solutions, as well as to offer helpful tips to increase productivity and performance.

### Build a Training Program to Fit Your Needs

Noble UNIVERSITY offers a combination of On-site, Classroom, and Web-based training sessions for basic and advanced system training. Our flexible curriculums let you choose the education path that best meets your needs, from Certifications on the basic system components or specific applications based on user roles, to complete platform Certification with advanced technical training.

### Proven Training Methods for Effective Learning

All instructor-led classes offer a curriculum format based on lecture, hands-on exercises and follow-up testing to maximize the effectiveness of the training. Our web-based coursework includes easy to follow tutorials and online testing.

## FEATURES

### ✓ Core Training

Noble's core curriculum for our solution includes basic training on the Management Suite for system management and application development. The core training program is designed to certify your employees to manage the solution within your contact center environment.

Training is delivered as a standard service with the installation of any Noble solution. This training is usually conducted on-site at the client's location or through a combination of on-site and classroom workshops. The courses teach the end user to utilize the Noble platform, including the Management Suite for application development, resource assignments, program and agent monitoring, and reporting. Users learn how to manage the call center using different parameters to increase productivity, run standard and custom reports, and train agents on using the calling application.

### ✓ Advanced Training

Noble UNIVERSITY also offers advanced courses on our systems to promote an enhanced knowledge and understanding of the system, including optional and add-on tools, system configuration and programming, platform maintenance, etc.

### ✓ Web-based Training

Upon completion of the initial training courses and certifications, clients can take advantage of our web-based training services through our *Noble UNIVERSITY Online* courses. These classes are ideal for users looking to update their certifications or learn about new system features, or for new employees to gain a basic knowledge of the system, without requiring travel commitments and costs.

“ Our on-site training was excellent, and we were performing live contacts by the end of the second day. Our Training at Noble Systems' office was delivered in an exciting, upbeat and very educational style, and was even tailored to meet our specific requirements.



## TRUST THE EXPERTS

EXPERT TRAINING DELIVERED YOUR WAY. Noble training packages are tailored to your needs, matching the right courses to your customized solution so you can make the most of our product features — from basic to advanced. Let us show you how.

*The World's Smartest Contact Center Software Company*

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

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