Noble® Interaction Analytics

Advanced Interaction & Performance Analytics

powered by

nexidia

Noble® Interaction Analytics leverages large volumes of recorded conversations to gain actionable business intelligence. As part of a unified platform, IA makes it possible to use the analyze call recordings to spot trends, identify underlying reasons for customer calls, improve your quality assurance programs, measure script adherence, determine training needs, and much more. Our real-time monitoring and decisioning solution enables your contact center to respond immediately to emerging issues and opportunities as they are happening. Noble gives you robust performance management capabilities with key analytic functionality so you can uncover what is affecting your KPIs, develop solutions, provide proactive responses, and track effectiveness at an agent level.

Share the Right Knowledge with the Right People

Your contact center .captures the multi-channel interactions occurring between your agents and your customers. But, trying to make sense of this raw data can be a rather daunting task. Getting it into the hands of those who need it most can be even harder to do. Noble Interaction Analytics allows your contact center to capture, synthesize and disperse the business intelligence locked inside your customer interactions. Simply put, we get the right information to the supervisors and analysts who can use it to affect change.

Learn and Improve from Every Interaction

Whether you need to increase resolution rates, manage handle times, find compliance breakdowns, or address other challenges within your center, the power to solve these problems is within your customer interactions.

- How are my agents interacting with customers and are my customers satisfied?
- How are we performing against key initiatives?
- Are we adhering to proper protocol on every customer interaction?
- What best practices can we elevate?

With Noble, finding answers to these questions is easy. You can structure searches to find any words or phrases you can think of, without being restricted by a dictionary. Once you have found what you are looking for, simply save that structured search and use it to run reports and establish trends.

Saved searches can also be used to generate quality initiatives that become the areas in which your agents' performance is scored – so you can ensure that their performance aligns with goals. Noble further simplifies the process by using 100% of your captured interactions to generate agent scores, and categorizes interactions so you can always find an interaction for a specific agent, on a specific topic. Once you find the right interactions, you can drive agent performance with meaningful coaching through initiative-focused scorecards and coaching forms.

Defining and tracking metrics as they relate to agent performance lets you go beyond behavioral issues to find business processes and procedures that might stand in the way of achieving goals. Noble gives your company the tools to make critical changes that can help decrease costs, increase revenue, and improve customer experiences.

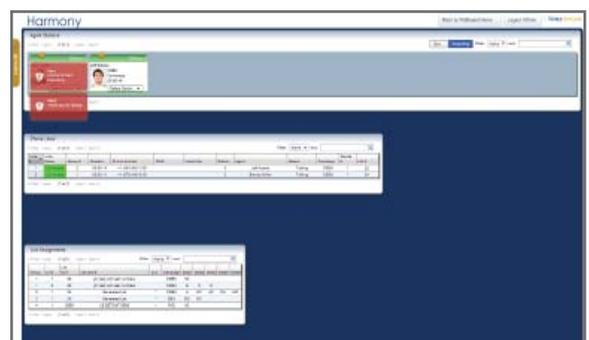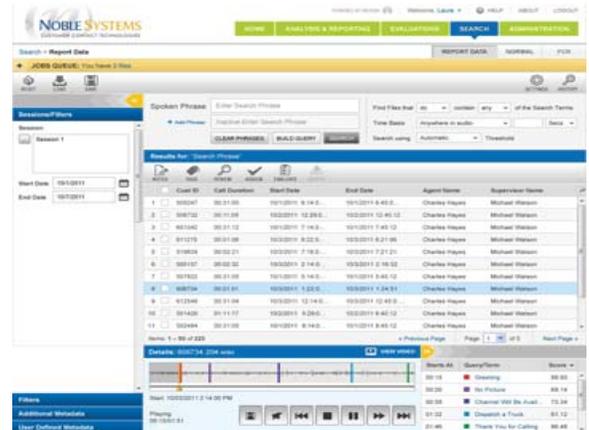### Provide More Responsive Service with Real-time Screening

With access to real-time information and decisioning tools, agents can respond immediately to emerging issues as they are happening. Noble RTSA can help identify situations or opportunities as interactions are taking place, and can automatically send the agent the right information for the next step – allowing them to answer a question or resolve an issue more efficiently, or to take advantage of an opportunity – or notify a manager that an agent needs assistance with a difficult caller or that an agent has skipped a key part of script or workflow.

Noble Interaction Analytics addresses the most common business needs without complicated analysis or custom reporting:

- User-defined analysis so you can look at what you need when you need it
- Simplified customer interaction analytics for rapid implementation & fast business results
- Real-time screening with Agent and Manager Alerts to identify & respond to situations as they occur
- Initiative-driven quality scorecards with built-in coaching forms
- Powerful tools focused on quality management
- Compliance & Positivity scoring for each interaction
- Performance tied to strategic corporate initiatives to implement business process improvement beginning at the agent level
- Easy implementation
- Affordable licensing based on the numbers of agents & users

---

NOBLE SYSTEMS

INTUATE group
THE EVOLUTION OF THOUGHT

Noble® Interaction Analytics

- **Fully Unified Platform** : integrated solution combines the power of Noble's agent desktop, recording, speech analytics & reporting into a single platform

- **Patented Phonetic Search Technology** : the fastest, most accurate means to search & review large amounts of audio, indexing all recorded calls just once, so they are always available to search

- **Ad hoc searches** : search across all your content, even when for specific or unique terms to the given situation; no pre-set dictionary is required, enabling searches across 35+ languages & any volume of content, without restrictions

- **Managed Queries** : prepackaged audio searches (structured queries) specifically tailored for your industry, combining filters, metadata or time/date parameters to define highly specific & relevant searches

- **Agent Monitoring for Compliance to Scripts & Programs** : automatically screen up to 100% of recorded calls to find out immediately how agents are performing on key metrics, including compliance & positivity results

- **Agent Evaluation** : scorecards automatically categorize and measure all calls for each agent, based on key criteria, delivering results in easy-to-read charts

- **Real-Time Monitoring** : a library of user-defined phrases is used to monitor each call, triggering an alert when a qualifying condition is identified in the agent or called-party side of the interaction
  - Agent Alerts notify agents of how to proceed based on detected conditions
  - Manager Alerts notify managers when a condition is not met, affecting compliance scores
  - Works with the Composer Agent Desktop or in custom desktop applications using SDK

- **Interactive Reports** : sort & view data in different formats and share with other users, based on security profiles

- **Workflow Capabilities** : calls can be annotated & assigned to specific users through the review process

- **Intuitive User Environment** : easy to use for both casual users & power users
  - Casual Users can conduct ad-hoc mining of calls based on a combination of call attributes & speech analysis
  - Power Users can perform very detailed audio investigation using the same capabilities

Noble Speech Analytics and RTSA is Powered by Nexidia® Interaction Analytics, manufactured under license from the Georgia Tech Research Corporation, U.S.A. Patent Pending.

" We use Noble Interaction Analytics as a part of our integrated contact strategy. It enables us to manage teams more effectively and to pinpoint areas for improvement and better coach our agents. "

NOBLE SYSTEMS
CUSTOMER CONTACT TECHNOLOGIES

Americas: +1 404 851 1331 ~ 1 888 866 2538
APAC (AUS): +61 2 8222 0500
EMEA (UK): +44 0 161 772 7100

www.noblesystems.com