

Noble® QA

Monitoring, Recording & Scoring Tools for Quality Assurance

Improve the quality of your contact center programs with Noble® QA features. Our combination of recording and reporting tools with voice recordings, video and screen captures, and scoring features help you manage your quality assurance activities for verification, training, and quality control. Live monitoring of agents and phone line is also available. With Noble QA, you can see the agent screen, verify data completeness, evaluate agent workflows, and ensure that scripts and best practices are being followed.

Create Quality Management Programs for Added Quality Assurance

Noble QA enables managers to build quality management applications. Digital Voice and Screen capture recordings can be enabled by application to automatically record the call or to allow the agent to selectively record a portion of the call. QA agents can see the data recorded during a call, as well as listen to the call recording, for verification, monitoring, and scoring. They can also see the screen capture while listening to the recording.

Review Agent Interactions, Including Audio & Video for Adherence with Standards

With Noble QA, managers can live monitor agent calls (voice and screen). In addition, both the call audio and data can be captured for review, including recording of multiple screens. Managers or QA Agents can see the agent screen to observe workflow, view data recorded during the call for completeness, and listen to the audio to confirm that scripts are read properly and that best practices are followed. Individual calls can be evaluated based on specific application criteria using the QA Scorecard tools. Noble QA is ideal for Verification programs, as well as for helping Managers determine areas where additional training may be required.

Improve Workflow Management

Noble Screen Capture helps improve agent workflow by replaying an agent's steps through the desktop. Screen Capture aids desktop design by letting users evaluate workflows (including full keystrokes and mouse movements) to identify weaknesses in script design or in back-office applications. By watching how agents are using screens and call tools, Managers can modify scripts to build more effective workflows. Real-time views of phone lines help you make sure that resources are being optimized.

Manage Agents with QA Results

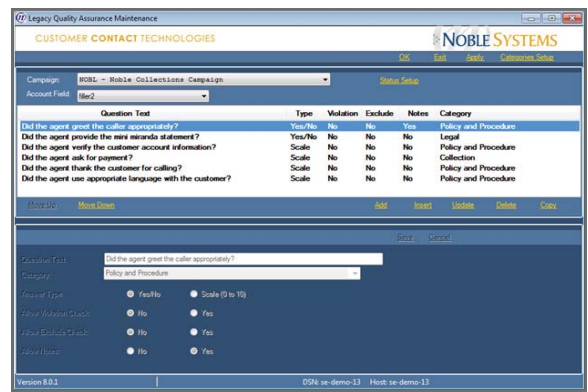
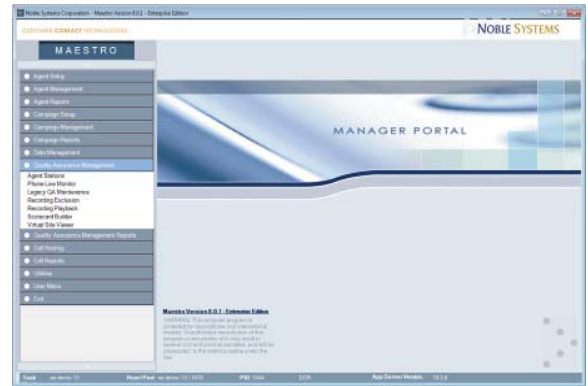
Managers can create QA Scorecards for specific application criteria to 'grade' an agent's performance. The QA team can review the call and follow the scorecard to answer questions about the agent's interaction with the customer. QA application results are recorded in the database and reports can be sent automatically to managers. Daily performance reporting on the assigned QA Agents is also available.

- Setup QA Applications to Improve Customer Satisfaction & Compliance
- Review Voice and Video with Quick Search & Retrieval Tools
- Verify Script/Workflow Conformance & Data Completeness
- Create QA Scorecards and Grade Agent Performance
- Automatically Send QA Results to Managers & Agents

“ The Recording and QA tools are a great feature-set to help us improve quality. We record a sampling of all calls which we then use for training purposes. We can review an agent's interactions to see where there is room for improvement. ”

Noble® QA

- Flexible QA Application Setup : Automatically or manually record all calls or portions of calls by application
- Capture Audio & Video : voice, data, and screen
- QA Scorecards : assign scoring criteria by application to grade agent performance
- QA Results Reporting : QA scores and results are stored in the database and can be sent automatically to Managers
- Workflow Management : review agent desktop navigation, including keystrokes & mouse movements, to improve efficiency
- Optional *Video Archival Server* : expanded storage for screen transactions
- Compliance & Training Tools : ensure agent adherence with scripts and best practices, verify completeness of captured data, and identify areas for additional training



Note: Noble QA features require the Noble Recorder digital recording option. QA & Screen Capture are purchased separately.

“ We record 100% of calls. Noble’s Quality Assurance features help us improve our phone quality and training programs by reviewing and scoring calls to provide any necessary agent coaching. ”

ABOUT NOBLE SYSTEMS CORPORATION

Noble Systems Corporation is a global leader in the customer communications industry, providing innovative solutions for Unified Communications, Business Process Management and Analytics. Tens of thousands of agents at 4,000+ client installations worldwide use Noble platforms to manage millions of customer contacts each day. Noble offers a unified suite of multi-channel inbound, outbound and blended contact processing, strategy planning, and resource management tools for companies of all sizes. Our CPE, CaaS and innovative premise/cloud hybrid platforms include ACD, predictive dialing, blended processing, recording and monitoring, IVR, messaging, interaction analytics and workforce management. Call 1.888.8.NOBLE.8 or visit www.noblesystems.com.

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