

# Noble® Recorder

Digital Audio & Video Recording

**Noble® Recorder** digitally records your agent calls and organizes the files for convenient storage so that you can retrieve a high-quality on-line record within seconds (and an archived record within minutes). You save administrative time by simply keying in a log number for instant playback! Integrated Quality Assurance features – including Screen Capture – help you build quality management programs. Reduce your costs even further by using Recorder for agent sales verifications removing your dependency on an outsourced third-party verification service or by giving your managers or clients their own log numbers so they can dial in and listen to their program recordings on their own, using interactive voice response tools, without the assistance of an agent.

## Minimize Wrap Time & Improve Call Recording Accuracy

Digital recording reduces agent 'wrap time', so agents can move on to other calls immediately. The Noble Recorder option also removes the potential for human recording errors, such as incorrect tape labeling and failure to turn the recorder on or off by automatically starting and stopping recordings and assigning log numbers for storage. Call recording also offers an additional tool for monitoring, and training purposes.

## Reduce Operating Expenses

Eliminate the time and administrative costs of filing and maintaining audio tapes and recorders with Recorder. Instant on-line retrieval further extends your time and money savings with a streamlined process – paper documentation and tape shuffling is unnecessary. Recorder also allows you to perform verifications in-house, with immediate access to information, decreasing your outsourcing expenses.

## Protect Your Business & Your Transactions

Recording transactions protects your company and your clients. Whether required by law or corporate policy, files can be reviewed instantly with the customer to verify what was said. Noble Recorder keeps a verbatim record that can be used to resolve conflicts and clarify possible confusion.

## Create Quality Management Programs for Added Quality Assurance

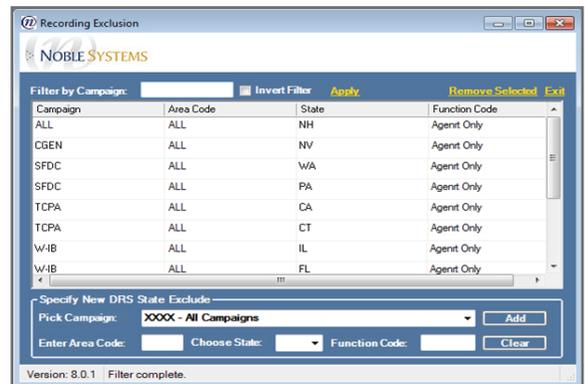
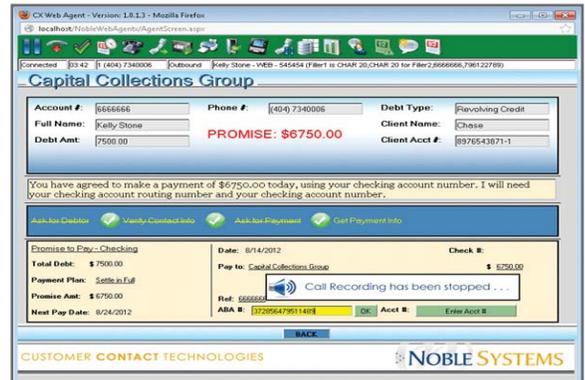
Noble Recorder is the foundation of the Noble QA module, enabling managers to build quality management programs. QA Agents can be assigned to any station, or stations can be setup as dedicated QA stations in high-production environments. Call recordings can be used to allow QA agents to listen to a call, as well as to view agent's screen with Screen Capture. Recordings can be reviewed automatically for quality scoring, based on user-defined sampling criteria.

- Voice Recordings & Screen Capture for Verifications, QA, Compliance, Training & Script Management
- Automatically Record All Calls, Parts of Calls, or Specific Applications, or Record On-Demand
- Eliminate Tapes & Manual Logs to Reduce Errors and Save Time
- On-screen Search & Retrieval Tools for Quick Access to Recordings

**“ Noble Recorder has saved us many times. What works great about Noble's recording is that we don't have to pack up boxes of tapes to send to corporate offices; we send them via the network. We can retrieve files instantly when needed to determine what was said during a sales call and confirm it with a customer right then and there. ”**

# Noble® Recorder

- Digital Storage of Call Audio for Quality Playback
- Screen Capture to Verify Information & Improve Agent Workflows
- Fast Forward, Rewind, & Unlimited or Defined Playback Functions
- Instant Access & Retrieval
- Internal / External Record Retrieval
- Supervisor Monitoring (including via Remote Access)
- Record Security
- Optional Voice/Video Archival Server (VAS) & DVD Available for Expanded Storage
- Historical File Maintenance / DAT Tape Archival Capacity
- File Protection with Back-up Options
- Add-On Quality Management options for automated review by QA Agents based on user-defined sample criteria
  - Dedicated or Flexible QA Stations
  - Review Transactions for both Voice & Data
  - QA Results Codes for Call Scoring
  - Monitoring Results Automatically Sent to Managers
- Line-side or Stereo Recording : record both sides of the call or retain only the agent-side recording for dual-consent states



*\*Some functionalities may require separate licensing or professional services.*

*“ We use Noble Recorder to record all calls for security and verification purposes. Calls are recorded and are keyword searchable. The system works beautifully. ”*

## 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](http://www.noblesystems.com).

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## 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](http://www.noblesystems.com)