

Noble® Reports

Web-based Real-time Performance Reporting

Noble® Reports deliver a complete package of real-time, online tools for managing programs and reporting on current activities and results and historical data, giving you the business intelligence you need to make informed decisions, direct call activities and meet business objectives. Noble's intuitive, advanced reporting & management portal makes it easy to quickly generate and view reports from our standard library as well as to create customized queries.

Monitor Activities with Accurate, Real-time Reports

Manage your applications with graphs, charts and database reports created from real-time information. Noble's reporting features allow you to analyze your programs and identify trends, successes or bottlenecks based on criteria such as agent status, statistics, and application summary data. Statistics are available for both current and historical data, and can be displayed in both summary and detail views. A library of standard reports is available on agents, inbound and outbound programs, call history and callbacks, applications, lists, IVR, recordings, and QA. Or, you can build custom reports with our query-by-example tools.

Manage Programs using the Intuitive, Graphical Environment

Noble makes it easy for managers to view activities and see performance results with an intuitive user interface. The system utilizes point-and-click tools and drop-down menus for streamlined navigation so that new users can learn the system quickly. Customizable user menus let you create a personalized management desktop with quick links to the tools that you use the most. And, managers can log-in from any station on the Noble platform to access the system's features and reports.

Review Agent Results & Lists for Quality

Summary screens show all agents or specific agents, complete with call status, call length, pause time, connected time, etc, for efficient monitoring and supervisory control. List details, including list status, number of records and call dispositions, can be reviewed to determine list penetration and effectiveness. QA questionnaires and scoring let you setup and conduct your own quality assurance programs.

Share Performance Statistics & Database Information

Reports can be viewed on-screen, printed, or sent via email to keep your managers and clients informed of activities and results. Our ODBC architecture allows users to export information to other open database compliant packages, such as Microsoft Access and Excel, or Crystal Reports.

Keep Informed with Mobile Access to Real-time Statistics

Noble's optional web-based mobile tools allow you to view real-time reports and manage programs without being tied to a desk. Whether your managers are on the floor or working from a remote site, our Harmony and Reports tools help them stay informed on who is doing what, view performance statistics and program results, and identify successes or areas for improvement – all with the ease of use and intuitive tools that are hallmarks of the Noble management portals. Using mobile devices, including laptops, smart phones, desktops and handheld appliances (including iPad®/iPhone®, Android®, Windows® or Linux® devices), our 'browser-agnostic' design works with virtually any major browser application, such as Explorer, Firefox, Safari, Chrome, etc, to connect contact center managers to their Enterprise contact center platform.

- Real-time Reports in graphical & detailed formats for current or historical data
- Intuitive point-and-click navigation for ease-of-use and quick access to critical decision support tools
- Immediate database updates for all call attempts and results gives you up-to-the-second data accuracy
- Open design to import/export virtually any field of information for data sharing

" From a management perspective, Noble's real-time reporting is very beneficial for viewing activities and analyzing results and performance for agents, lists, programs, and more. We can see how programs are performing and identify where we need to make changes. "

Noble® Reports

- Comprehensive Library of Standard Reports :
 - inbound & outbound reports
 - agent reports
 - call history & callback reports
 - application reports
 - IVR statistics reports
 - QA & recording reports
 - list reports
 - trunk & line reports
- Custom Queries for On-Demand Reporting : any field within the database can be queried for custom reporting
- On-line Statistics for At-a-Glance Management : results by agent, group, list, or application
- Point-and-Click Access for Easy Navigation & Short Learning Curve : quickly access administration features, on-line management tools, reports, & system maintenance functions
- Real-Time Exception Reporting : automated alerts based on your defined parameters with desktop, email, & pager notification
- Remote Manager Access : log-in to run reports and manage programs from virtually anywhere
- Report Scheduler : automatically run reports at specified times and intervals; the Scheduler emails the report results when it runs the report and has the option of posting the report to a static location
- Report Archive : access previously run reports, which are stored for the term specified when the report is created
- Multi-Site Networking : manage distributed sites, consolidate data, & integrate with Noble RAS for data archiving
- Data Sharing : export data in a variety of formats (Access, Excel, Crystal, or any other ODBC format) for integration with other systems



| Call Time | Call Count | Success Rate | Abandoned | Unanswered | Answered | Abandoned | Unanswered | Answered | Success Rate | Abandoned | Unanswered | Answered | Success Rate | Abandoned | Unanswered | Answered | Success Rate | |
|-------------|------------|--------------|-----------|------------|----------|-----------|------------|----------|--------------|-----------|------------|----------|--------------|-----------|------------|----------|--------------|---------|
| 10:00-10:05 | 4 | 100.00% | 0 | 0 | 0 | 0 | 0 | 0 | 100.00% | 0 | 0 | 0 | 100.00% | 0 | 0 | 0 | 100.00% | |
| 10:00-10:05 | 10 | 100.00% | 0 | 0 | 0 | 0 | 0 | 0 | 100.00% | 0 | 0 | 0 | 100.00% | 0 | 0 | 0 | 100.00% | |
| 10:00-10:05 | 3 | 0% | 0 | 0 | 0 | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | |
| 10:00-10:05 | 1 | 100.00% | 0 | 0 | 0 | 0 | 0 | 0 | 100.00% | 0 | 0 | 0 | 100.00% | 0 | 0 | 0 | 100.00% | |
| 10:00-10:05 | 0 | 100.00% | 0 | 0 | 0 | 0 | 0 | 0 | 100.00% | 0 | 0 | 0 | 100.00% | 0 | 0 | 0 | 100.00% | |
| 10:00-10:05 | 30 | 100.00% | 0 | 0 | 0 | 0 | 0 | 0 | 100.00% | 0 | 0 | 0 | 100.00% | 0 | 0 | 0 | 100.00% | |
| 10:00-10:05 | 112 | 100.00% | 0 | 0 | 0 | 0 | 0 | 0 | 100.00% | 0 | 0 | 0 | 100.00% | 0 | 0 | 0 | 100.00% | |
| 10:00-10:05 | 50 | 49.00% | 1 | 0.10% | 126 | 13.18% | 137 | 13.23% | 310 | 10.14% | 94 | 6.14% | 230 | 27.24% | 0 | 0% | 1022 | 15.41% |
| 10:00-10:05 | 137 | 22.5% | 137 | 100.00% | 134 | 100.00% | 134 | 100.00% | 134 | 100.00% | 134 | 100.00% | 134 | 100.00% | 134 | 100.00% | 134 | 100.00% |
| 10:00-10:05 | 103 | 10.00% | 23 | 2.23% | 425 | 8.84% | 471 | 13.83% | 387 | 11.62% | 241 | 7.35% | 232 | 5.24% | 0 | 0% | 451 | 7.54% |
| 10:00-10:05 | 178 | 10.00% | 33 | 1.85% | 491 | 8.43% | 488 | 9.83% | 425 | 10.10% | 266 | 7.61% | 292 | 5.74% | 0 | 0% | 516 | 8.68% |
| 10:00-10:05 | 189 | 5.75% | 22 | 0.42% | 468 | 9.19% | 531 | 9.49% | 562 | 11.65% | 352 | 7.42% | 3124 | 29.23% | 0 | 0% | 528 | 6.00% |
| 10:00-10:05 | 142 | 5.75% | 33 | 0.67% | 337 | 6.83% | 391 | 7.93% | 322 | 8.84% | 482 | 10.48% | 2912 | 28.24% | 0 | 0% | 428 | 5.00% |
| 10:00-10:05 | 239 | 4.38% | 22 | 0.42% | 209 | 4.31% | 237 | 5.24% | 225 | 6.17% | 462 | 14.11% | 3462 | 42.24% | 0 | 0% | 522 | 6.17% |
| 10:00-10:05 | 275 | 13.14% | 28 | 0.52% | 417 | 7.93% | 484 | 8.24% | 388 | 7.82% | 384 | 7.34% | 3240 | 33.72% | 0 | 0% | 2024 | 23.74% |
| 10:00-10:05 | 342 | 5.84% | 23 | 0.54% | 338 | 6.18% | 359 | 5.23% | 268 | 6.61% | 340 | 7.79% | 2731 | 34.23% | 0 | 0% | 683 | 8.09% |

| Report Name | Date | Status |
|------------------------|---------------------|---------|
| Agent Reports | 2015-08-20 10:00:00 | Success |
| Call Reports | 2015-08-20 10:00:00 | Success |
| Company Reports | 2015-08-20 10:00:00 | Success |
| Custom Reports | 2015-08-20 10:00:00 | Success |
| IVR Management Reports | 2015-08-20 10:00:00 | Success |
| Line Reports | 2015-08-20 10:00:00 | Success |

“ The automated web-based reporting that we can access from virtually anywhere is very valuable. Scheduling reports in advance, which makes my job much easier. We setup our call statistics reports for the reps to run once a day, and they are automatically emailed, without any manual intervention on my end, saving me a lot of time. ”



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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