



Novo Technologies carefully plans its solution implementation to ensure optimal execution. Professional services are provided by a technical team responsible for implementation planning and execution, as well as administrator and user training. Our solutions are designed to be easily and quickly installed.

Integrating Novo solutions into your contact centre will help you to:

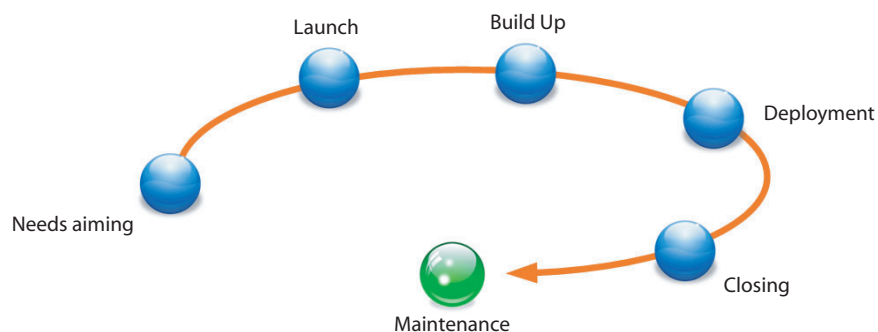
- Identify the exact solution you need;
- Obtain a simple integration plan that meets your expectations and restrictions, enabling you to plan your internal resources;
- Obtain proficient and flexible project managers and staff that understand your operational requirements and needs;
- Integrate Novo Technologies solutions without disrupting your operations;
- Teach employees how to use Novo quality management solutions to their fullest potential.

Project management

Organization and quality are the keys to the seamless integration of new Novo solutions into your contact centre. From an assessment of your needs to the integration of the chosen solution, you can count on a reliable company and experienced professionals.

Designed for projects of any scope, the Novo Technologies methodology is the key to ensuring successful implementation. Generally, implementation occurs Monday to Friday, between 8:30 a.m. and 5:00 p.m. EST, but special arrangements can be made for extended hours.

With Novo Technologies, you get structured supervision during our solutions acquisition and implementation processes. Below are the 6 steps of the Novo Technologies implementation process, based on modern organizational and project management methods :



| Step | Key Activities | Deliverables |
|-----------------|--|---|
| 1. Target needs | <ul style="list-style-type: none"> • Understand client's business model • Assess client's needs • Develop optimal solution configuration • Identify implementation strategy | <ul style="list-style-type: none"> • Proposal • Statement of work (work plan) |
| 2. Launch | <ul style="list-style-type: none"> • Assign a Project Manager • Kick-off meeting • Purchase equipment • Collect information for a detailed solution configuration • Plan installation in detail | <ul style="list-style-type: none"> • Detailed software and material configuration plan • Implementation plan |
| 3. Build-Up | <ul style="list-style-type: none"> • Assemble equipment and configure software • Quality assurance (tests and optimization) • Delivery of equipment to the client's site | <ul style="list-style-type: none"> • Equipment assembly, configuration and testing |
| 4. Roll-out | <ul style="list-style-type: none"> • Integrate equipment into client environment • Start up • Train technical support staff • Train end users | <ul style="list-style-type: none"> • Solution integration into client environment • Staff training |
| 5. Monitoring | <ul style="list-style-type: none"> • Burn-in period for validation of client settings and optimization | <ul style="list-style-type: none"> • Optimized system |
| 6. Closing | <ul style="list-style-type: none"> • Post-mortem meeting for Novo continuous improvement process • Incorporate client implementation and configuration documentation into Novo Technologies CRM system | <ul style="list-style-type: none"> • Implementation report • Organization of information for customer service |

Training

Adding any Novo solution tool to a contact centre is an important value added service. For successful integration, your technical support team and users must have the required skills to get the most out of the new solutions, with a minimum of effort. Therefore, Novo offers two-step training:

| Step | Targeted Staff |
|---|---|
| <p>During roll-out, Novo Technologies technicians offer training to understand the solution architecture, configurable parameters, and common management tasks.</p> | <p>Technical support technicians</p> |
| <p>With easy-to-follow training and user guides, our trainers teach your key employees how to get the most out of Novo Technologies solutions.</p> | <p>Supervisors and employees using the system</p> |

Concepts can be fully understood in less than one day because of the tools' simplicity. Moreover, using training manuals and user guides, you can organize your own training sessions, minimizing the integration cost of new resources and ensuring ongoing use of the tools over time. Electronic training outline plans and manuals are provided.

Novo Technologies is a leading innovator and supplier of flexible, cost-effective and adaptable call recording and quality monitoring solutions for contact centres.

Since its foundation in 1995, Novo Technologies has experienced remarkable growth and has received numerous awards for its ingenuity and innovation. It has been providing pioneering technology and superior service to hundreds of organizations in financial services, healthcare and government within Canada, the United States, Mexico, Brazil, Costa Rica, Colombia and Vietnam.

Novo Technologies Solutions:

- NovoLog Suite
 - NovoLog Enterprise: Permanent recording
 - NovoPlayback Web: Intelligent audio player with web interface
 - NovoScreen: Screen capture recording
- NovoValue: Quality Monitoring
- Novo eLite : Quality Monitoring and Permanent Call Recording
- CourtLog : Court session recording

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