

# Tool Bar - Noble

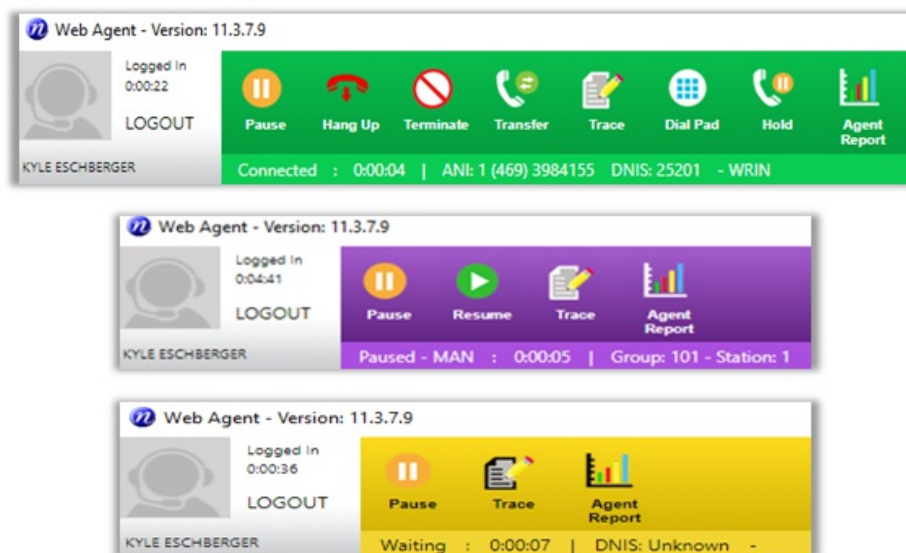
Last Modified on 11/11/2020 3:58 pm EST



Contact Center  
Noble Systems  
New MRN

Composer within the Noble Systems is where the agents answer and handle calls/contacts.

Below is the agent toolbar and how each



**PURPLE** – Paused  
**YELLOW** – Waiting  
**GREEN** – Connected  
**ORANGE** – After Call Work  
**RED** – De-Assigned

1. Picture of Agent
2. Name of Agent
3. Logout – Click to Logout of Noble Composer
4. Pause – Gives a list of Pause Codes

- 5. Hang Up – Hang Up Active Call
- 6. Terminate – Terminate to Disposition Call
- 7. Transfer – Transfer Caller
- 8. Trace – Log when having IT Issues
- 9. Dial Pad – Used to Dial (Can also use keyboard)
- 10. Agent Report – Daily Report on Agent
- 11. Resume – Places you back in active Status

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EDITED: 11/11/2020

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