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Noble Systems Issued 100th Patent for Contact Center Technology

Atlanta, GA – September 13, 2016: [Noble Systems Corporation](#), a global leader in omnichannel contact center technology solutions, announces the issuance of its 100th U.S. patent. This milestone is the latest achievement in the company's patent portfolio program, which is targeted at protecting Noble's product innovations to safeguard technology investments and business advantages for Noble Systems' clients.

Noble's newest patent is for the company's SmartRecover™ technology (#9,456,076* "Handling Audio Path Failure and Poor Quality of Service for Voice Calls in a Contact Center"). SmartRecover monitors audio paths and provides automatic resolution of an audio interruption to ensure quality of service and significantly reduce dropped calls within Noble's Cloud-based deployments.

"In 2012, we made the development of our Intellectual Property a key focus of our business, realizing the importance of protecting our technology innovations in an increasingly competitive marketplace. We developed an in-house IP team and introduced an IP Innovations Program which recognizes team members who nominate new features and collaborate to develop successful patent applications," stated Jim Noble, President and CEO of Noble Systems. "Through these efforts, our IP portfolio has grown by over 550%, and almost 50 different employees have their names on patents for Noble technologies. We believe this commitment to securing our solutions for the future is a key differentiator for our clients."

(*Patent #9,456,076 will be issued in late September.)

About Noble Systems

Noble Systems Corporation is a global leader in the customer communications industry, providing innovative solutions for Contact Center, Workforce Management, and Analytics technologies. 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 inbound, outbound and blended omnichannel communications, strategy planning, and resource management tools for companies of all sizes. Our premise, cloud, and innovative premise/cloud hybrid platforms include ACD, predictive dialing, blended processing, recording and monitoring, IVR, messaging, interaction analytics, decisioning, and workforce management. For more information, contact Lee Allum at 1.888.8NOBLE8 or visit www.noblesystems.com.

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