

PRESS RELEASE

For Immediate Release

NOBLE SYSTEMS

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Noble Systems Receives 2016 Product of the Year Award from TMC's *CUSTOMER* Magazine® for its Compliance Appliance™ Solution

Noble Systems is Recognized for Innovations in Compliance Solutions for Call Centers

Atlanta, GA – January 19, 2016: [Noble Systems Corporation](#), a global leader in unified contact center technology solutions, announced today that [Noble® Compliance Appliance](#) has been named as a 2016 [CUSTOMER](#) Product of the Year Award winner. The Award recognizes vendors that are advancing the call center, CRM and teleservices industries one solution at a time, and highlights products which enable users to meet and exceed the expectations of their customers.



The Noble Compliance Appliance with Lockdown enables contact centers to manually dial wireless numbers and addresses the issue of potential capacity for autodialer functionality raised by the [FCC's June 2015 Declaratory Ruling](#) by locking out the ability to modify the software, while proactively monitoring the system and detecting changes. In its Lockdown mode, any and all methods to modify system software or functionality by the user have been removed, so the Appliance can only be used as a platform to launch manual calls. The design of Compliance Appliance with Lockdown does not include any software that will allow it to randomly generate, store or dial numbers – therefore it is not capable of making automated calls and can never be modified with the ability to do so.

“On behalf of both TMC and *CUSTOMER* magazine, it is my pleasure to honor Noble Systems with a 2016 Product of the Year Award,” said [Rich Tehrani](#), CEO, TMC. “Its Compliance Appliance solution for TCPA wireless calling management has proven deserving of this elite status and I look forward to continued innovation from Noble Systems.”

Chris Hodges, Senior Vice President Sales & Marketing of Noble Systems, says, “Last summer’s declaratory ruling by the FCC regarding the definition of an autodialer created an even greater test for call centers to comply with the TCPA’s restrictions for contacting wireless numbers. Noble’s Compliance Appliance is a revolutionary and patented solution designed to help companies manage mobile phone contacts with a TCPA-compliant manual dial, all while keeping track of additional compliance criteria such as time zone rules, maximum attempts, and other regulatory conditions. We are honored that TMC has recognized our commitment to providing innovative solutions to today’s market challenges.”

Noble’s Compliance Appliance is available for its premise and cloud Enterprise contact center environments.

The 18th Annual Product of the Year Award winners will be published in the January/February 2016 issue of *CUSTOMER* magazine.

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About Noble Systems

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 premise, cloud and innovative premise/cloud hybrid platforms include ACD, predictive dialing, blended processing, recording and monitoring, IVR, messaging, interaction analytics and workforce management. For more information, contact Lee Allum at 1.888.8NOBLE8 or visit www.noblesystems.com.

About CUSTOMER Magazine and TMC

Since 1982, [CUSTOMER magazine](http://customer.tmcnet.com) (formerly *Customer Interaction Solutions*) has been the voice of the call/contact center, CRM and teleservices industries. *CUSTOMER* has helped the industry germinate, grow, mature and prosper, and has served as the leading publication in helping these industries that have had such a positive impact on the world economy to continue to thrive. Through a combination of outstanding and cutting-edge original editorial, industry voices, in-depth lab reviews and the recognition of the innovative leaders in management and technology through our highly valued awards, *CUSTOMER* strives to continue to be the publication that holds the quality bar high for the industry. Please visit <http://customer.tmcnet.com> for more information.

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