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NOBLE SYSTEMS

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### **Noble Harmony Named a 2016 Product of the Year**

*Noble Systems is Recognized for Exceptional Innovations in Customer Contact Technologies*

**Atlanta, GA – August 24, 2016:** [Noble Systems Corporation](#), a global leader in unified contact center technology solutions, announced that it has won a **2016 Communications Solutions Product of the Year Award** for [Noble®Harmony](#).

Noble Harmony added powerful new functionality to its web-based supervisor interface for remote and mobile contact center management with the version 5.1 upgrade, including a re-designed user interface and enhanced tools for agent and group maintenance, manager wallboard, and quality assurance and recording, as well as features designed for the [Noble Inbound 100](#) platform. Harmony provides remote and mobile access to Noble's award-winning management tools from virtually any web-enabled device, allowing managers to easily stay on top of contact center activities, wherever they may be located, to organize workgroups, configure workflows, monitor agent activities and compliance, define alerts to be triggered on specific conditions, quickly analyze results, audit changes, and more.



“The new features in Harmony version 5.1 allowed us to significantly improve the user functionality for managing inbound programs, and many of them were developed in collaboration with our current inbound-centric users,” said Chris Hodges, SVP of Sales and Marketing. “We are especially excited by enhancements to the user interface that make it easier to setup and manage services, and by our new SmartAccept™ and SmartRecover™ tools to shrink speed to answer, reduce dropped calls, and improve customer service.”

“Congratulations to Noble Systems for being honored with a Communications Solutions Product of the Year Award,” said [Rich Tehrani](#), CEO, TMC. “Noble Harmony is truly an innovative product and is amongst the best solutions brought to market in the past twelve months that facilitates business-transforming voice, data and video communications. I look forward to continued excellence from Noble in 2017 and beyond.”

#### **About Noble Systems**

Noble Systems Corporation is a global leader in the customer communications industry, providing innovative solutions for Unified Communications, Workforce 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 inbound, outbound and blended omnichannel

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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](http://www.noblesystems.com).

### **About TMC**

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