

# PRESS RELEASE

## *For Immediate Release*

**NOBLE SYSTEMS**

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

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

**Sydney, AU – 24 August 2016:** [Noble Systems](#), a global leader in unified contact centre technology, 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 centre 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 centre activities, wherever they may be located, to organise workgroups, configure workflows, monitor agent activities and compliance, define alerts to be triggered on specific conditions, quickly analyse 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 Ashley Clayton, General Manager of Noble Systems APAC. “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 honoured 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 communications, strategy planning and resource management tools for companies of all sizes. Our premise, cloud and innovative premise/cloud hybrid platforms include ACD, predictive

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*The world's smartest call center technology company.*

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dialling, blended processing, recording and monitoring, IVR, messaging, interaction analytics, decisioning and workforce management. For more information, contact Ashley Clayton at +61 (2) 8222 0500 or visit [www.noblesystems.com](http://www.noblesystems.com).

### **About TMC**

TMC is a global, integrated media company that supports clients' goals by building communities in print, online, and face to face. TMC publishes multiple magazines including [Cloud Computing](#), [IoT Evolution](#), [Customer](#), and [Internet Telephony](#). TMCnet is the leading source of news and articles for the communications and technology industries, and is read by as many as one million unique visitors monthly. TMC produces a variety of trade events, including [ITEXPO](#), the world's leading business technology event, as well as industry events: Asterisk World; AstriCon; ChannelVision (CVx) Expo; DevCon5 - HTML5 & Mobile App Developer Conference; IoT Evolution Conference & Expo; IoT Evolution Developers Conference; MSP Expo; Real Time Web Communications and more. For more information about TMC, visit [www.tmcnet.com](http://www.tmcnet.com).

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